

Executive Committee

Wed 16th Sep
2009
7pm

Committee Room 2
Town Hall
Redditch



www.redditchbc.gov.uk

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- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
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- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
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If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact

**Ivor Westmore
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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

Chair

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

Running Order

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

Refreshments : tea, coffee and water are normally available at meetings - please serve yourself.

Decisions

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

Members of the Public

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

Special Arrangements

If you have any particular needs, please contact the Committee Support Officer.

Infra-red devices for the hearing impaired are available on request at the meeting. Other facilities may require prior arrangement.

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If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.

If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.

Do Not stop to collect personal belongings.

Do Not use lifts.

Do Not re-enter the building until told to do so.

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

OR

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
- The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)

and

- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).



Executive Committee

16th September 2009
7pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: C Gandy (Chair) W Hartnett
M Braley (Vice- N Hicks
Chair) C MacMillan
P Anderson M Shurmer
J Brunner
B Clayton

<p>1. Apologies</p>	<p>To receive the apologies of any Member who is unable to attend this meeting.</p>
<p>2. Declarations of Interest</p>	<p>To invite Councillors to declare any interests they may have in items on the agenda.</p>
<p>3. Leader's Announcements</p>	<p>1. To give notice of any items for future meetings or for the Forward Plan, including any scheduled for this meeting, but now carried forward or deleted; and 2. any other relevant announcements. (Oral report)</p>
<p>4. Worcestershire Enhanced Two Tier Programme (Pages 1 - 8) Chief Executive</p>	<p>To update Members on the Worcestershire Enhanced Two Tier (WETT) Programme. (Report attached) (No Specific Ward Relevance)</p>
<p>5. Prudential Indicators (Pages 9 - 14) Head of Financial Revenues and Benefit Services</p>	<p>To advise Members of the actual indicators for 2008/09 and to review the Prudential Indicators for the 2009/10 financial year. (Report attached) (No Specific Ward Relevance)</p>
<p>6. Complaints Policy - Review (Pages 15 - 38) Chief Executive</p>	<p>To consider a review of the Council's Complaints Policy. (Report attached) (No Specific Ward Relevance)</p>

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<p>7. Redditch Town Centre Strategy (Pages 39 - 46) Acting Head of Planning and Building Control</p>	<p>To consider approving a Town Centre Strategy. (Report attached – Strategy to follow) (Abbey Ward); (Central Ward);</p>
<p>8. Decent Homes Capital Programme and Housing Roofing Repairs (Pages 47 - 74) Director of Housing, Leisure and Customer Services</p>	<p>To report on the actual expenditure for the Decent Homes Capital Programme and Housing Roofing Repairs. (Report attached) (No Specific Ward Relevance)</p>
<p>9. Redditch Crematorium - Cremator Replacement and Building Upgrades (Pages 75 - 82) Head of Operations</p>	<p>To advise Members of the requirement for a major infrastructure upgrade to the existing crematorium plant and buildings. (Report attached) (Abbey Ward)</p>
<p>10. Redditch Open Air Market - Regulations 2009/10 (Pages 83 - 102) Head of Operations</p>	<p>To seek approval and adoption of the Open Air Market Regulations 2009/10. (Report attached) (Abbey Ward)</p>
<p>11. Arrow Valley Countryside Centre - Installation of Bus Stop (Pages 103 - 106) Head of Leisure and Arts</p>	<p>To consider installation of a bus stop on Battens Drive to serve Arrow Valley Country Centre. (Report attached) (Winyates Ward)</p>
<p>12. Overview and Scrutiny Committee Chief Executive</p>	<p>There are no minutes from the Overview and Scrutiny Committee to consider.</p>

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<p>13. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels, Neighbourhood Groups etc.</p> <p>Chief Executive</p>	<p>To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels, Neighbourhood Groups, etc. since the last meeting of the Executive Committee, other than as detailed in the items above.</p>
<p>14. Advisory Panels - update report</p> <p>Chief Executive</p>	<p>To consider, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels and similar bodies, which report via the Executive Committee.</p> <p>(Report to follow)</p>
<p>15. Action Monitoring</p> <p>(Pages 107 - 110)</p> <p>Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance)</p>
<p>16. Exclusion of the Public</p>	<p>It may be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information is likely to be divulged. It may be necessary, therefore, to move the following resolution:</p> <p>“that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the 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, as amended.”</p> <p>Item 17 – Dingelside and Ipsley – Development Opportunities</p> <p>Item 18 – Shared Services Business Case – CCTV / Lifeline</p> <p>Item 19 – Shared Services Business Case – ICT Services</p>

<p>17. Development Opportunities - Dingleside and Ipsley</p> <p>Head of Legal, Democratic and Property Services</p>	<p>To advise Members of proposals for joint disposal of adjoining development sites with Worcestershire County Council.</p> <p>In view of the fact that it contains information relating to provisional terms of land disposals under negotiation, this report will not be for publication and will be circulated only to relevant Officers and Members of the Council. In view of this, it is anticipated that discussion of this matter will take place after the exclusion of the public.) (Report to follow)</p> <p>(Various Wards)</p>
<p>18. Shared Services Business Case - CCTV / Lifeline</p> <p>(Pages 111 - 148)</p> <p>Director of Housing, Leisure and Customer Services</p>	<p>To present the Business Case for Shared Services.</p> <p>(In view of the fact that it contains information relating to an individual or which is likely to reveal the identity of an individual, the business affairs of the authority and contemplated consultations or negotiations in connection with labour relation matters between the authority and employees of the authority, this report will not be for publication and will be circulated only to relevant Officers and Members of the Council. In view of this, it is anticipated that discussion of this matter will take place after the exclusion of the public).</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>19. Shared Services Business Case - ICT</p> <p>(Pages 149 - 188)</p> <p>Head of Customer and IT Services</p>	<p>To present the Business Case for a Shared Service.</p> <p>(In view of the fact that it contains information relating to an individual or which is likely to reveal the identity of an individual, the business affairs of the authority and contemplated consultations or negotiations in connection with labour relation matters between the authority and employees of the authority, this report will not be for publication and will be circulated only to relevant Officers and Members of the Council. In view of this, it is anticipated that discussion of this matter will take place after the exclusion of the public).</p> <p>(Report attached - breakdown of the capital costs shown in the ICT shared service business case to follow)</p> <p>(No Direct Ward Relevance)</p>

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20. Confidential Minutes / Referrals (if any)	To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).
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WORCESTERSHIRE ENHANCED TWO TIER (WETT) PROGRAMME

(Report of the Joint Chief Executive)

1. Summary of Proposals

- 1.1 The Councils of Worcestershire have a shared vision and ambition for developing the way we work together to improve the quality of life for our Communities. Collectively we are on a journey, which is heading towards establishing and embedding an Enhanced Two Tier approach to delivering a number of key services.
- 1.2 The Council Partners' underlying principles in relation to this work are that the Customer will be at the heart of our service design and delivery and the provision and support of services must be as efficient as they are effective.

2. Recommendations

**The Committee is asked to RESOLVE that
the report be noted.**

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

Financial

- 3.1 During late 2008 the WETT programme successfully secured funding from the West Midland Improvement & Efficiency Partnership. There is currently £240,000 available to support the further development and implementation of WETT projects.
- 3.2 During early 2009, Capital funding was made available by the Department for Communities & Local Government (DCLG) via the West Midlands Improvement & Efficiency Partnership (WM IEP), to support Local Authorities to deliver 'transformation' programmes, which it is considered could deliver significant service improvements and efficiencies.
- 3.3 The Worcestershire Councils submitted a combined bid, based around our WETT Regulatory Service Proposal and have since received confirmation that the WETT Regulatory Services Project

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has been successful in securing £200,000 Capital funding to assist in the delivery of the ICT elements of the project.

- 3.4 The overall aim of the project as detailed above is to secure efficiency savings and service improvements – the specifics will be set out in the specific business cases.

Legal

- 3.5 There are no specific legal implications contained within this report.

Policy

- 3.6 None associated with this report.

Risk

- 3.7 No specific risks associated with this report – a risk register will be developed as part of each business case.

Sustainability / Environmental

- 3.8 There are no sustainability or environmental issues arising from this report.

Report

4. Background

- 4.1 During late 2008, the Worcestershire Council Partners were successful in a bid for external funding to support the development of an Enhanced Two Tier Working programme. This funding supported the recruitment of an interim Programme Manager to work with Council Officers and Members to develop this work.
- 4.2 Phase 1 of the developing Worcestershire Enhanced Two Tier (WETT) programme focussed on establishing a strategic consensus from Chief Executives and their Council Leaders for a preferred portfolio of Council services to be taken forward for development.
- 4.3 The Chief Executives and Council Leaders considered a number of services identified as priority for development which had been collated following consultations across the seven Council Partners.
- 4.4 Along with this, the Chief Executives and their Leaders considered the broader aspects for establishing a short list of services to be taken forward as those services which offer the best County wide partnership opportunities and potential benefits to our Communities e.g:-

- i) Services which can deliver significant, service improvement and increased efficiency across all Councils through collaborative working, e.g. increased value for money;
 - ii) Services which are most appropriate for delivery through centralised service delivery channels e.g. the Worcestershire Hub;
 - iii) Services which may offer the best return on investment if delivered through Two Tier / Shared Service partnerships.
- 4.5 Chief Executives & Council Leaders agreed 3 main service themes to prioritise for this further development i.e:-
- i) Environmental Services: including: Waste Collection, Street Scene & Regulatory Services;
 - ii) Corporate Support Services: Including: ICT, Human Resources, Finance, Property, Procurement and Legal & Democratic services;
 - iii) Youth & Community Services.
- 4.6 The initial phase of the programme also established resources from each Partner to support this work. These key Officers formed Project Teams around each of the agreed services work streams.
- 4.7 Throughout February and early March, a number of Project Team workshops took place, which involved the teams developing new and innovative ideas for delivering services through Partnership working. This has been the core activity of Phase 2 of the developing WETT programme.
- 4.8 Key Stakeholders were involved during the workshop stages e.g. representatives of the West Midland Regional Improvement & Efficiency Partnership (WMRIEP) and Worcestershire Hub management team.
- 4.9 The outcomes and recommendations from each Project Team workshop formed the basis of a number of proposals and business models for further development.

5. Key Issues

Prioritising Two Tier Services

- 5.1 The activities in Phase 2 led to a more focussed portfolio of services being proposed to be taken forward for detailed development. This

- has been necessary to ensure that existing Council resources were not over-committed.
- 5.2 The prioritised service work streams currently being developed are:
- i) Regulatory Services (Licensing, Trading Standards & Environmental Health)
 - ii) Property Services
 - iii) Human Resources
 - iv) Internal Audit
 - v) Street Scene
- 5.3 These were selected as the supporting proposals clearly illustrated that significant service improvements, increased efficiencies and more effective use of alternative service access channels e.g. the Worcestershire Hub could be achieved.
- 5.4 The remaining services from the initial three main service themes will form part of the next phase of the WETT programme development.
- 5.5 It is important to note that, during the development of these proposals, equal focus was placed by the team on developing of options which would provide 'local choice' to our Communities.

Business Cases Development

- 5.6 During April and May 2009, more detailed proposals were produced around the priority services and High Level Business Cases were developed for each priority service proposal.
- 5.7 At the time of writing this report, the Chief Executives Panel (CEP) are considering recommendations relating to the High Level Business Cases, and services identified to be taken forward for Detailed Business Case development.
- 5.8 The Detailed Business Cases (DBC) will be prepared to support the prioritised proposals and these will be presented to the Executive as they are finalised during Autumn 2009.
- 5.9 The County Treasurers Group are actively involved in the design and financial data population of the DBC. Their role will also be to offer final approval prior to the presentation of them to Members and Senior Officers.

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Regulatory Services

- 5.10 A consensus of support has already been received from Chief Executives for the further development of the proposed 'Regulatory Services' work stream.
- 5.11 Practitioners representing each Council and specialising in the three professional disciplines i.e. Licensing, Trading Standards and Environmental Health, are continuing to work together as a Project Team to develop the Regulatory Services business case.
- 5.12 The Regulatory Two Tier proposal would bring three specialist service areas together from across the seven Councils into a centralised and co-ordinated service provision.
- 5.13 This would provide the Communities of Worcestershire with an improved, more efficient and effective service, utilising the proposed innovative and collaborative approach to the management and delivery of them.
- 5.14 It is anticipated that efficiencies and cost savings can be achieved by implementing the proposed Regulatory Services two tier working model. All proposed improvements and benefits will be clearly identified as part of the DBC.

Governance & Member Engagement

- 5.15 Since the beginning of 2009, the programme framework and governance has been developed to ensure that a 'fit for purpose' programme can be supported during the development and implementation stages i.e.
 - i) A Programme Manager leads the current development and delivery of the programme.
 - ii) A Programme Board, Chief Executives & Leaders Panel, lead on providing strategic direction on behalf of their individual Council's Officers and Members.
 - iii) A 'Programme Management Group' comprising of a Senior Manager from each Council ensures that the programme is being developed in line with agreed strategy, ensuring practical issues are addressed e.g. resourcing, Officer and Member communications and external funding allocation.
 - iv) The County 'Professional Groups' e.g. Treasurers, are consulted during key stages of the programmes development for detailed advice and support.

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- v) The existing Project Teams continue to develop the service proposals from the current business case development stages through to the anticipated implementation stages later this financial year.
- 5.16 During the next stages of the WETT programme it is the programme team's highest priority to develop broader Member engagement as part of the further design and development of the two tier proposals e.g:
- i) A series of Member briefings have taken place over June and July 09.
- ii) A number of County wide road shows are being planned for delivery during this summer. This will involve all Officers and Members having the opportunity to find out more and become involved in the WETT programme.
- iii) Chief Executives and Councils Leaders will continue to consult Officers and Members of each Council following update reports and presentations to the Programme Board.
- iv) This report is being presented to the Executive/Cabinets of each Council during July / August to ensure a consistent message is received by all Council's Executive Members.
- v) A monthly newsletter for the WETT programme has been produced by the WETT programme team and the County Communications Group. This has been designed to offer a programme update to both Officers and Members and the first edition was circulated across Councils during June.
- vi) A web based information portal has been built for the WETT programme. This will provide general access for Officers and Members of all Councils to up to date information relating to the programme and allowing users to interact with the Project Teams. This has been launched as a pilot with the Project Teams with a view to a broader launch during summer 2009.

Programme Timescales

- 5.17 The Project Teams involved in the programme have proposed that an incremental approach to the development of the DBC would be the most sensible method for this next stage.
- 5.18 It is anticipated that, following the Worcestershire Chief Executives & Leaders Panel meeting in July 2009, the prioritised order of services for detailed business case development will be finalised and confirmed.

- 5.19 In the meantime, progress continues with the development of the WETT proposals. The teams are focussing specific priority on developing the Regulatory Services model.
- 5.20 The finalised schedule for the WETT programme detailed business case development will be confirmed during early July 2009 and will form part of a report to Executive at the next meeting in September 2009.

Summary

- 5.21 The WETT programme has made positive progress and the Council teams involved in developing the two tier proposals have produced innovative and challenging service options for enhanced collaborative working.
- 5.22 The Detailed Business Cases for WETT will present Officers and Members with robust business data to support the feasibility of these innovative proposals.
- 5.23 Continued support from the Executive Members of all Councils for these developing Worcestershire Partnerships will ensure that the potential challenges facing the teams in developing these proposals will be significantly reduced.

6. Other Implications

- Asset Management - There are none arising directly from this report.
- Community Safety - There are none arising directly from this report.
- Human Resources - None associated with this report – specific issues will be addressed as part of the detailed business cases.
- Social Exclusion - There are none arising directly from this report.

7. Lessons Learnt

None particularly at this stage.

8. Background Papers

Shared Services Programme Board Papers;
Worcestershire Enhanced Two Tier Papers.

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9. Consultation

This report has been prepared in consultation with relevant Borough Council Officers. Specific consultation will take place with any staff directly affected by any proposals at the appropriate time.

10. Author of Report

The author of this report is Kevin Dicks (Joint Chief Executive), who can be contacted on extension 3250 (e-mail: kevin.dicks@redditchbc.gov.uk) for more information.

11. Appendices

None.

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PRUDENTIAL INDICATORS – ACTUALS 2008/09

(Report of the Head of Financial, Revenues and Benefits Services)

1. Summary of Proposals

The report sets out the actual prudential indicators for 2008/09.

2. Recommendations

The Committee is asked to RESOLVE that

subject to any comments, the report be noted.

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

Financial

- 3.1 The financial implications are contained throughout the report.

Legal

- 3.2 The Prudential Code for Capital Finance in Local Authorities (Prudential Code) has been developed by the Chartered Institute of Public Finance and Accountancy (CIPFA) to provide a code of practice to underpin the new system of capital finance embodied in Part 1 of the Local Government Act 2003. Local Authorities are no longer subject to Government controlled borrowing approvals and are free to determine their own level of capital investment controlled by self-regulation.

- 3.3 The setting and revising of prudential indicators should be undertaken by the body that sets the budget, namely, full Council.

Policy

- 3.4 The Council's policy regarding borrowing and investments is contained in its Treasury Management Policy Statement.

Risk

- 3.5 Without adequate arrangement for monitoring and reporting on the matters contained in this report, the Council would not be complying with the Prudential Code.

Sustainability / Environmental

- 3.6 There are no sustainability, environmental or Climate Change implications.

Report

4. Background

- 4.1 The key objectives of the Prudential Code are to ensure, within a clear framework, that the capital investment plans of Local Authorities are affordable, prudent and sustainable. Also that treasury management decisions are taken in accordance with good professional practice and in a manner that supports prudence, affordability and sustainability.
- 4.2 To demonstrate that Local Authorities have fulfilled these objectives, the Prudential Code sets out the indicators that must be used, and the factors that must be taken into account. The Code does not include indicative limits or ratios, these are for the Local Authority to set for itself subject to the controls under [clause 4] of the Local Government Act 2003.

5. Key Issues

- 5.1 The actual indicators for the previous financial year should be reported within six months of the end of the financial year.
- 5.2 The actual figures used in this report are subject to audit by the Council's external auditors.

Capital Expenditure

- 5.3 The actual expenditure for 2008/09 and the estimates of capital expenditure for 2008/09 were reported to the Executive Committee on 10 June 2009.
- 5.4 The actual expenditure for 2008/09, the approved Programme for 2009/10 and the plans for future years are:

Capital Expenditure					
	2008/09 Actual £'000	2008/09 Estimate £'000	2009/10 Estimate £'000	2010/11 Estimate £'000	2011/12 Estimate £'000
HRA	7,315.6	7,599.3	9,996.4	7,173.0	5,770.4
General Fund	3,145.7	4,346.3	5,344.1	1,605.0	1,505.0
Total	10,461.3	11,945.6	15,340.5	8,778.0	7,275.4

Ratio of Financing Costs to Net Revenue Stream

- 5.5 The financing costs include the amount of interest payable and receivable in respect of borrowing and investments. The Net Revenue Stream for the HRA is the amount to be met from housing subsidy and rents and for the General Fund it is the “amount to be met from government grants and local taxation”. The estimates of the ratio of financing costs to net revenue stream for the current and future years, and the actual figures for 2008/09 are:

Ratio of financing costs to net revenue stream					
	2008/09 Actual	2008/09 Estimate	2009/10 Estimate	2010/11 Estimate	2011/12 Estimate
HRA	1.12%	1.05%	1.11%	1.00%	0.98%
General Fund	(4.67%)	(2.35%)	(1.08%)	(0.07%)	0.11%

- 5.6. Net Revenue Stream for the HRA 2008/09

	£
Dwelling Rents	18,723,262
Non-dwelling rents	551,586
Charges for services and facilities	179,608
Less	
Negative subsidy	5,834,619
Net Revenue Stream	13,619,837

- 5.7 Net Revenue Stream for GF 2008/09

	£
Revenue Support Grant	781,308
Non-Domestic Rates (redistributed amount)	5,612,519
Council Tax	5,283,963
Collection Fund	(20,700)
Net Revenue Stream	11,657,090

- 5.8 Where the figures in the above table at 5.5 are shown as negatives it is because the interest received from temporary and long-term investments exceeds the cost of temporary borrowing.

Capital Financing Requirement (CFR)

- 5.9 The capital financing requirement is a measure of the extent to which the Council needs to borrow to support capital expenditure. It does not necessarily relate to the actual amount of borrowing at any one point in time. The Council has an integrated treasury management strategy where there is no distinction between revenue and capital cash flows, and the day to day position of external

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borrowing and investments constantly changes. The figures for calculating the CFR are taken from the Council's balance sheet.

5.10 Calculation of Capital Financing Requirement from the Council's Balance Sheet

Extracts from Balance Sheet	2008/09 £'000
Fixed Assets	327,492
Less	
Capital Adjustment Account	267,240
Revaluation Reserve	42,095
Government Grant Deferred Account	749
Capital Financing Requirement	18,902

5.11 Current level of borrowing to fund capital expenditure

Borrowing to fund capital expenditure	2008/09 £'000
2004/05	160
2006/07	5,712
2007/08	2,384
2008/09	5,829
Total borrowing	14,085
Adjustment `A` (opening CFR 2004/05)	4,817
Capital Financing Requirement	18,902

5.12 Actual CFR 2008/09 and forecast CFRs for the current and the following two years

Capital Financing Requirement					
	2008/09 Actual £'000	2008/09 Estimate £'000	2009/10 Estimate £'000	2010/11 Estimate £'000	2011/12 Estimate £'000
HRA	7,476	7,877	13,392	16,471	18,954
General Fund	11,426	13,073	15,544	17,639	18,458
Total	18,902	20,950	28,936	34,110	37,412

The increases in the CFR are due to the estimated borrowing to be undertaken in year, to fund the capital programme. These figures have been adjusted to take into account the estimated underspend on the capital programme at the each year end.

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- 5.13 CIPFA's Prudential Code for Capital Finance includes the following key indicator of prudence:
- 5.14 "In order to ensure that over the medium term net borrowing will only be for a capital purpose, the local authority should ensure that net external borrowing does not, except in the short term, exceed the total of Capital Financing Requirement in the preceding year plus the estimates of any additional Capital Financial Requirement for the current and next two years."
- 5.15 As at the 31st of March 2009, the Council's borrowing exceeded its investments by £9.899 million, as follows:

	31 st March 2009 £'000
Investments	(16,600)
Cash in hand and at bank	(34)
Long term borrowing	5,000
Short term borrowing	21,150
Bank overdraft	383
Total (net borrowing)	9,899

5.16 Capital Programme - Funding

The following table details the funding of the 2008/09 actual capital programme and the proposed funding sources for the current capital programme and the following two years.

	2008/09 Actual £'000	2009/10 Estimate £'000	2010/11 Estimate £'000	2011/12 Estimate £'000
Major Repairs Allowance	3,719.9	3,700.0	3,700.0	3,700.0
Capital Receipts	988.6	14.0	0.0	0.0
Borrowing – HRA	3,361.4	6,296.4	3,473.0	2,070.4
Borrowing – GF	1,446.8	4,444.1	1,345.0	1,245.0
Section 106	469.4	277.5	0.0	0.0
Specified Grants	475.2	485.7	260.0	260.0
Other		122.8		
Total	10,461.3	15,340.5	8,778.0	7,275.4

External Debt

- 5.17 Under section 3 (1) of the Local Government Act 2003 the Council is required to determine an Authorised Limit for external debt: "A local authority shall determine and keep under review how much money it

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can afford to borrow". On the 23rd of February 2009 the Council set the Authorised Limit for 2008/09 at £30.0 million.

- 5.18 The Council's actual external debt at 31st of March 2009 was £26.533 million (£5 million long term borrowing, £21.150 million short-term borrowing and £0.383 million bank overdraft).

6. Other Implications

Asset Management - None.

Community Safety - None.

Human Resources - None.

Social Exclusion - None

7. Lessons Learnt

Nationally there are number of lessons have been learnt regarding the Treasury Management function within Local Authorities.

8. Background Papers

Working papers within Financial Services.

9. Consultation

This report has been prepared in consultation with relevant Borough Council Officers.

10. Author of Report

The author of this report is Teresa Kristunas (Head of Financial, Revenues and Benefits Services), who can be contacted on extension 3295 (e-mail:teresa.kristunas@redditchbc.gov.uk) for more information.

11. Appendices

None.

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No Direct Ward Relevance

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COMPLAINTS POLICY - REVIEWED PROCEDURE

(Report of the Head of Customer and IT Services)

1. Summary of Proposals

To review and refresh the existing Complaints Policy to bring it up to date. This includes clarifying the different stages of the policy and updating leaflets accordingly.

2. Recommendations

The Committee is asked to RECOMMEND that

the Complaints Policy be amended so that 'Informal Complaints' are removed at Stage One of the Complaints Policy.

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

Financial

3.1 There are no financial implications.

Legal

3.2 There are no legal implications.

Policy

3.3 The report proposes a change to an adopted policy.

Risk

3.4 There are no specific risks associated with the proposed action. The proposal will make the process easier to understand for the customer and easier and more effectively managed by the Council.

Sustainability / Environmental

3.5 There are no specific sustainability/environmental implications associated with this report.

Report

4. Background

- 4.1 The existing Complaints Policy was previously been reviewed and adopted in 2005.
- 4.2 The stages of the current Complaint Policy are as follows:

Stage One

Informal complaint or service failure.

Stage Two

Complaint considered and responded to by the relevant Director for that service area.

Stage Three (Appeal to Chief Executive)

Complaint considered and responded to by the Joint Chief Executive.

Stage Four (Member Complaint Appeal)

Complaint considered and responded to by a Panel of Councillors.

If still dissatisfied with the outcome the complainant is then directed to the Ombudsman to investigate the complaint.

- 4.3 The Community Forum were asked their views on the process on the 16th June 2009 and made the following suggestions:
- a) Include reference to the Corporate Standards;
 - b) Include a 'flow chart' within the policy showing the different stages;
 - c) Review the colouring/font size of the public documents to ensure that they are accessible, especially for those people who are visually impaired;
 - d) Include the response time at the end of each stage in Policy;
 - e) Role of Advocacy promoted;
 - f) Make the process simple, easy to understand and to access (confusion about the stages).

5. Key Issues

- 5.1 A new Stage One (Informal Complaint) was introduced to the complaints policy in 2005. This stage was where services would

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respond to a complaint at the first point of contact but it wouldn't be part of the formal process. However, this extra stage has proved confusing both to staff trying to operate it and customers trying to access the complaints process.

- 5.2 A national indicator has been introduced (NI 14) which requires councils to record and report on avoidable contact. A process is in place to record and report on this and will pick up service failure as well as other issues which have resulted in avoidable contact. Some systems have been adapted to record this information such as the Customer Relationship Management System operated by customer services staff. The results of this information gathering will be co-ordinated by the Strategy and Partnerships Team and will reported as part of the Council's Performance Management Framework. This will effectively take the place of the informal stage of the complaints process.
- 5.3 In addition, as part of the quarterly performance monitoring report there will be an update to Committee on complaints and compliments. The first of these reports will be presented on the 22nd September.
- 5.4 It is suggested that the complaints procedure has three distinct stages which make it more understandable for customers and easier to manage. In addition the process will be promoted and customer encouraged to use it when they are dissatisfied with the council's actions.
- 5.5 The suggested stages are:
- a) Stage One – Complaints investigated by the Head of Service or Director of the relevant service;
 - b) Stage Two - Complaint Appeal to the Chief Executive;
 - c) Stage Three – Members (Councillors) Appeal Panel.
- 5.6 The Complaints Policy, Employee Guide and Leaflets and Response Form will be updated accordingly and re-issued to staff, on the internet and public reception areas. The Complaints Leaflet at Appendix 2 has been redesigned to comply with accessibility guidelines.

6. Other Implications

- Asset Management - None specific.
- Community Safety - None specific.

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Human Resources - None specific.

Social Exclusion - None specific.

7. **Lessons Learnt**

It is clear that having an informal stage for complaints has been confusing for customers and staff and has necessitated the need for a clearer more accessible complaints procedure.

8. **Background Papers**

The Council's Current Complaints policy:
(<http://redditch.whub.org.uk/home/rbc-your-council-how-to-complain>)

9. **Consultation**

9.1 This report has been prepared in consultation with relevant Borough Council Officers.

9.2 Community Forum.

10. **Author of Report**

The author of this report is Jane Smith, Head of Customer & IT Services, who can be contacted on extension 3000 (e-mail: jane.smith@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix 1 - Revised Complaints Policy;
Appendix 2 - Revised Complaints Leaflet and Complaints Response Form.

Redditch Borough Council

Complaints Policy

Complaints Handling Policy

We aim to provide an excellent service at all times. However, there will be times when we don't get it right and you may feel that you wish to make a complaint.

1. Objectives

We aim for our complaints procedure to be:-

- Open, easily accessible, well publicised and available in other formats if required.
- Simple to use and understand.
- Confidential - for staff and customers.
- Quick - responding to complaints promptly within the agreed timescales.
- Informative of the progress of a complaint.
- Comprehensive - dealing with all issues raised by customers and give an effective reply and appropriate remedy.
- Fair for customers and staff - all complaints will be investigated thoroughly and objectively with the provision for an independent review.
- Flexible, the objective being to resolve problems rather than just follow a series of steps.

2. What does this procedure cover?

A failure to provide information or give the correct information

An unsatisfactory level of service, including delays and non delivery of service.

A failure to follow the Council's agreed policies and procedures.

The behaviour of staff or contractors employed by the Council.

Discrimination and/or harassment by staff.

NB If you are unhappy about a Council policy you should contact your local Councillor.

3. Who can complain?

Any person or organisation receiving or seeking to receive a service from the Council or its contractors.

Any person acting on behalf of an individual or group of individuals (this includes Councillors, MP's, advice agencies and other advocacy groups).

4. How do you complain?

You can make a complaint in person, in writing, by email, by telephone or by filling in a Compliments, Comments and Complaints form available by telephoning any member of staff, or from any Council building or on the Council website, www.redditchbc.gov.uk.

If you need help in making your complaint, contact any member of Council staff.

5. How does the Procedure work?

Stage 1

If you are dissatisfied with a service or with the way you have been treated, you should tell us what you believe went wrong, who dealt with your problem or issue and what you would like us to do to put it right. The Head of Service or Director responsible for the service will make sure that your complaint is dealt with and a full investigation carried out.

We aim to acknowledge your 1st stage complaint within 2 working days of receiving it and aim to provide a full response by your preferred method of contact within 10 working days. If this is not possible we will contact you to let you know when you can expect to receive a full response. You will be given contact details for the person who is dealing with your complaint should you wish to contact them.

Stage 2

If you are unhappy with the response you have received, you can ask for the Chief Executive to review your complaint.

We aim to acknowledge your 2nd stage complaint within 2 working days of receiving it and aim to provide a full response by your preferred method of contact within 10 working days. If this is not possible we will contact you to let you know when you can expect to receive a full response.

Stage 3

If at the end of stage 2, you are still dissatisfied, you can ask for your complaint to be heard by a Panel of elected Councillors. Councillors have powers to overturn decisions and make recommendations in regard to financial or service based compensation, in circumstances where it is considered appropriate to do so.

Councillors appeals (stage 3) will be acknowledged within 2 working days and you will be advised of further actions

6. Remedies

We will provide an appropriate remedy to resolve complaints in discussion with you the complainant.

This could be:-

1. An apology.
2. An explanation of actions taken.
3. Remedial action, e.g. undertaking repairs.
4. Compensation in appropriate cases which may be financial or service based.

7. Vexatious or repetitive complaints

There are times when complaints are considered to be repetitive or vexatious. If a complaint is considered to be deliberately repetitive or vexatious it may not be necessary to carry out an investigation, particularly if the

complainant has exhausted the complaints procedure and the complaint has not been upheld. If this is the case a service Director will explain why no further action will be taken unless there is a new complaint.

8. Other Complaints

There are some areas which are not covered by this complaints procedure. These include:

Complaints about matters for which the Council is not responsible. These will be acknowledged and referred to the relevant body.

Complaints that are the subject of legal proceedings or are being referred to the Council's insurers.

Complaints about service where an appeals procedure already exists are not covered by the corporate complaints procedure. These complaints will be acknowledged and referred to the relevant officers as detailed below:-

Housing Benefit/Council Tax Benefit appeals. If a person believes that they have not been awarded the correct amount of Housing/Council Tax Benefit. For more information contact Benefits Manager

Planning Appeals. If a planning application is refused by the Council the applicant may appeal to the Secretary of State for the Environment. For more information contact the Head of Planning and Building Control.

Job Applications. If a job applicant is unhappy with the way that their application has been dealt with they should contact Human Resources. For more information contact Head of Human Resources.

Employment Matters. Complaints by staff about employment matters. These are dealt with under the Council's grievance procedures. For more information contact the Head of Human Resources

Insurance Claims. May be received as part of a complaint in which case the Insurance Officers should be notified and the complainant informed that the details will

be passed to our insurers. For more information contact Financial Services Manager

Neighbour Harassment should be dealt with under existing procedures. The complaints procedure would only be utilised if the resident complained that the Council's response was inadequate. Visit your local One Stop Shop.

Licensing issues are dealt with by the Licensing Sub-Committee. If applicants are unhappy with the decision of the Council they can take the matter to the Magistrates Court. For more information contact Legal Services Manager.

Housing Appeals. The Council has a 2 stage appeals procedure for both Housing Registrations and Homelessness Applications.

- **Housing Registrations.** You can appeal against a decision not to accept you onto the Council's Housing Register; you can also appeal against decisions relating to your housing application or offers of accommodation which have been made which you believe to be unsuitable.
- **Homelessness.** If you are a homeless applicant you can request a review of any decisions relating to your homelessness application, offers of accommodation or suitability of accommodation made by the Council.

If you are still not satisfied with the outcome of your appeal decision there is a 2nd stage appeal which is held by Councillors.

To make an appeal you must put a request in writing to the Housing Options Manager.

Complaints against Councillors

If you wish to complain about the conduct of Councillor, you have to complain in writing to the Standards Board.

Address for submission of a written complaint against a Councillor

The Chairman of the Assessment Sub-Committee
c/o Sue Mullins, Monitoring Officer
Redditch Borough Council, Town Hall,

Walter Stranz Square, Redditch,
Worcestershire, B98 8AH

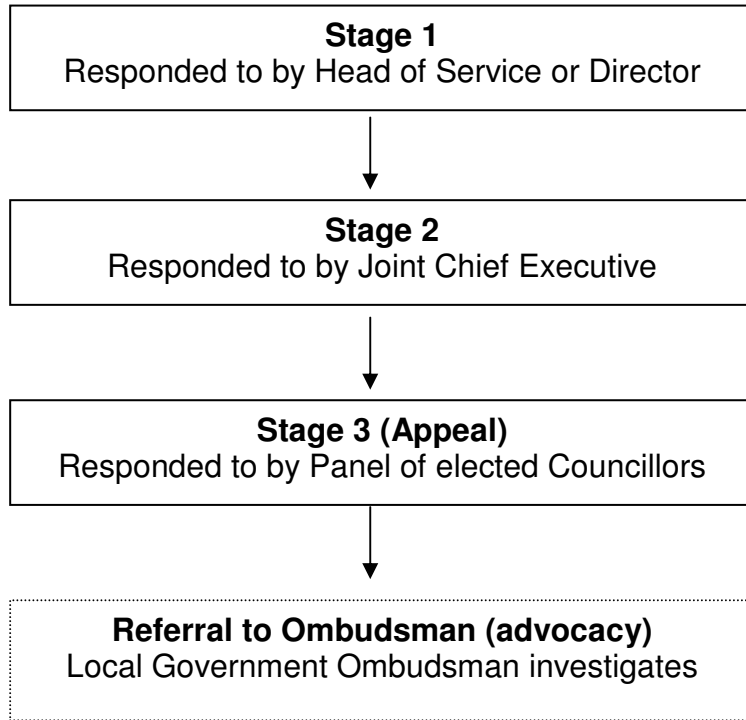
Tel: 01527 64252 Ext. 3210

Fax: 01527 65216

E-mail: sue.mullins@redditchbc.gov.uk

In the event of it being a serious complaint, it may be referred by the Standards Committee to the Standards Board for England for investigation and, for less serious matters, it may be referred to the Council's Monitoring Officer for investigation or other appropriate action (e.g. training / conciliation).

FLOWCHART OF COMPLAINTS PROCEDURE



How to

Complain



Service Ref:

Complaints Response

Please let us know if you are happy with the way we dealt with your complaint ...

The letter you have received with this leaflet is the Council's Formal response to your complaint. Please read it carefully - it explains whether we agree with your complaint and if not, why not. If we said we agree, it will also tell you what we are going to do to put things right if appropriate.

If you are not satisfied with the way we have dealt with your complaint you can appeal. To do this you should fill in this form and return it to the Chief Executive who will then decide what further action to take. You should give the details of why you are dissatisfied and what you want the Council to do to put things right. Please use the space on the other side of this form and additional sheets of paper if you wish.

Your details

Name

Address

..... **Postcode**

Tel:

We would still like to hear from you if you are satisfied with the reply to your complaint.

Please tick the appropriate box below and post this form to the Chief Executive, Redditch Borough Council, Walter Stranz Square, Redditch B98 8AH or hand it in at one of the Council's One Stop Shops.

Your Complaint

How satisfied or dissatisfied are you with the reply to your complaint?

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Do you wish to appeal? Yes No

Comments compliments complaints

Why we want to hear from you

Redditch Borough Council believes in listening to your views and responding through the provision of quality services which meet your need.

As part of our continuing effort to improve the services we provide, we need to know when you are dissatisfied with the service you have received. We would like to know when we 'get it right' so that the standard can be maintained.

How to contact us

Telephone us on 01527 64252

Call in at any Council offices and speak to any member of staff.

Use the form in the middle of this leaflet.

E.mail us at worcestershirehub@redditchbc.gov.uk

All about you...

Name

Address

..... Postcode.

Tel. No

signature date

Monitoring Form

You do not have to complete this section below however it would be useful for us if you did.

I would describe my ethnic group as:

- 1 White
- British
- Irish
- Any other white background
(please write)

- 2** Mixed
- White & Black Caribbean
- White & African
- White & Asian
- Any other mixed background
(please write)

- 3** Asian or Asian British
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
(please write)

- 4** Black or Black British
- Caribbean
- African
- Any other black background
(please write)

- 5** Chinese or other ethnic group
- Chinese
- Other ethnic group
(please write)

I would consider myself to have a disability:

yes no

I am:

male female

My age group is:

16-24 45-54
 25-44 55+
 35-44

Please write the name of the Service about which you are making your complaint.

.....

FOLD A

BUSINESS REPLY SERVICE
Licence No BM 2699

2



Redditch Borough Council
Town Hall
Alcester Street
Redditch
B98 8BR

FOLD B (tuck into A)

How it works

How the complaints procedure works

We aim to resolve all of your enquiries and issues at the first point of contact where possible. You can contact us by telephone on (01527) 64252, email us at worcestershirehub@redditchbc.gov.uk go to our website at www.redditchbc.gov.uk or visit us at your local one stop shop.

However, if you are dissatisfied with the service or response you have been given, you can:

- Stage 1** Ask for the issue to be investigated by the relevant head of service/directors who will investigate your complaint.
- Stage 2** If you are still dissatisfied the chief executive can reinvestigate your complaint.
- Stage 3** If you are still unhappy, you can ask for your complaint to be looked at again by a panel of councillors.

Stage 1-2: Complaints should be acknowledged within 2 days and a full response sent within 10 working days.

The Local Government Ombudsman

The Local Government Ombudsmen investigate complaints of injustice arising from maladministration by local authorities and certain other bodies.

A complainant must give the council the opportunity to deal with a complaint against it first. It is best to use the council's own complaints procedure. If the complainant is not satisfied with the action the council takes, he or she can make a written complaint to the Local Government Ombudsman or ask a councillor to do so on their behalf.

Leaflets are available in all One Stop Shops or telephone 024 7682 0000

Any Questions

If you want more information, help or further copies of this leaflet call into Redditch Town Hall or One Stop Shops at Winyates, Batchley and Woodrow Centres or telephone (01527) 534166. A copy of this leaflet is available in large print or on cassette

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ইংরেজি ভাষার বিষয়ে সাহায্য চান – এথনিক্ অ্যাকসেস্ [Ethnic Access]

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Executive Committee

Abbey Ward

16 September 2009

TOWN CENTRE STRATEGY

(Report of the Acting Head of Planning and Building Control)

1. Summary of Proposals

The report seeks the endorsement of the Town Centre Strategy and authorisation for Officers to work on projects associated with the Town Centre Strategy.

2. Recommendations

- I. **The Committee is asked to ENDORSE the Town Centre Strategy as detailed in appendix A.**
- II. **The Committee is asked to instruct Officers to work on projects associated with implementing the Town Centre Strategy**

3. Financial, Legal, Policy Risk and Sustainability Implications

Financial

- 3.1 There are no financial implications associated with endorsing the Town Centre Strategy. However as detailed within the Town Centre Strategy at Appendix A, there will be costs associated with implementation. Separate reports seeking funding will be brought to this committee.

Legal

- 3.3 Under Section 2 of the Local Government Act 2000, the Council has the power to do anything which it considers is likely to achieve the promotion or improvement of the economic well-being of its area.

Policy

- 3.4 Planning Policy Statement 6: Town Centres

This document points out that town centre strategies can play an important and complementary role in ensuring the continued vitality and viability of centres. They may be part of the evidence base for development plan documents, including area action plans and for supporting the use of compulsory purchase orders for site assembly.

3.5 Draft Planning Policy Statement 4: Planning for Prosperous Economies

This document points out that Regions\local authorities should achieve sustainable economic growth through flexible and pro-active policies which recognise the needs of the market. This includes good supply of land which meets the needs of different types of business.

In addition it maintains a strong 'town centres first' policy by:

- i) removing current 'need test' for planning applications
- ii) replacing existing need + impact tests with improved impact test- clearer, more robust and holistic framework for assessing the impact of proposals
- iii) improving approach to consumer choice and retail diversity by supporting small shops and independent retailers

3.6 Regional Planning Guidance

The West Midlands Regional Spatial Strategy (RSS) Phase 2 Revision (Preferred Option) sets out the Comparison Retail Floorspace Requirements 2006-2026 for Redditch, which are 30,000m² (2006-2021) and 20,000m² (2021-2026). The WMRSS sets out a network of centres and identifies Redditch as a Strategic Centre in Tier 4. The principle centre in the Borough is the Town Centre which is the most preferable and sustainable centre in which to accommodate major retail development, large scale offices or other uses that may attract a number of visitors to the Town.

Risk

- 3.7 The Town Centre Strategy identifies the key issues facing the Town and opportunities for the future. Failure to address these issues could result in the continuation of the problems, their exacerbation or mean that Redditch Town Centre does not achieve its full potential.

Sustainability / Environmental

- 3.8 The Town Centre Strategy will address a range of environmental issues including sustainability and climate change.

Report

4. Background

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-
- 4.1 In February 2009 a brief was put together which invited consultants to tender for a Town Centre Strategy. The brief set out a number of requirements which included making recommendations on:
- a) Town centre development and economic development
 - b) The public realm, environment and urban design
 - c) Partnership, resources and management
 - d) An Action Plan to implement the Strategy
- 4.2 In March 2009 Arup working alongside market experts Jones Long La Salle and Urban Design Specialist Martin Brown were appointed by Redditch Borough Council to deliver a Town Centre Strategy for Redditch.
- 4.3 The approach taken to the development of the strategy was divided into three stages, the first of which being data collection and analysis in which a baseline position for Redditch was produced through an evidence review and the context set within which the strategy developed. Stage two of the approach was the undertaking of a Stakeholder Workshop in which the findings of the evidence review were tested, a shared vision developed, in addition to the establishment of a series of priority actions and opportunities to assist in moving towards the vision. Building upon the outputs from the first two stages, a strategy was then developed.
- 4.4 A Draft report was received on the 23 July 2009 whereby Council Officers and key portfolio holders assessed the document and reported any key comments or observations. Any changes reported were then incorporated into a revised document presented at a Joint ECAP and PAP on the 20 August 2009 for members input. The document was also presented at Overview & Scrutiny Committee on the 02 September 2009 and at a Stakeholder Workshop on the 08th September 2009. The final report was received on the 08 September 2009.

5. **Key Issues**

- 5.1 The strategy supports the sustainable future development of the town centre. It contains proposals for activities to support the economic priorities. However, some of the activities will require additional resources and guidance from members. Consequently it is envisaged that budget bids and reports on the detail of specific projects will be reported to members in due course.

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5.2 Chapters 9 & 10 of the Strategy (Appendix A) examines the potential outcomes of the Strategy projects and actions and sets out a framework for implementation and investment, including a delivery vehicle strategy, delivery mechanisms, funding, risk assessment, phasing strategy and action plan. The priority projects and actions are listed below;

5.3 Tackling the ring road

Short term	Down grading the Ring Road - Investigations
Medium/Long Term	Delivering Change – breaking the concrete collar

5.4 A Sense of Arrival and Signage

Short term	Minor Changes
Medium/Long Term	New Signage System

5.5 Improving the Café and Restaurant Offer

Short to Medium Term	Encouragement of A3 Uses
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5.6 Enhancements to Church Green to secure its Role as a Focal Point for Community Activities

Short term	Increase activities on Church Green. Complete public realm improvements. Improve signage. Detailed scheme for regeneration of St Stephens Church
Medium/Long Term	Regeneration of St Stephens Church

5.7 Tackling the Train Station area

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Short term	Develop regeneration scheme.
Medium to Long Term	Redevelopment of the Train Station Area

5.8 Rejuvenation of Silver Street/Royal Square

Short term	Ringway Investigations
Medium to Long Term	Redevelopment of Silver Street/Royal Square

5.9 Improving Public Spaces and Car Parking

Quick Win	Car Parking Study
Medium/Long Term	Car Parking Strategy

5.10 Improved Lighting, Safety and Security in the Town Centre

Quick Win	Develop lighting strategy. Undertake safety and security audit.
Medium Term	Improve lighting in centre

5.11 Encouraging Town Centre living

Short term	Review opportunity to include residential development in existing SPDs
Medium/Long Term	Increased Residential Development

5.12 Town Centre Management

Quick Win	Set up of Town Centre Management or Partnership
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5.13 Business Support Scheme

Quick Win	Investigate Business Support Scheme
Medium Term	Deliver Business Support Scheme

5.14 Shop Enhancement Scheme

Quick Win	Investigate shop enhancement scheme
Medium Term	Deliver Shop Enhancement Scheme

- 5.15 The Strategy identifies the right mix of substantial opportunities to deliver change, with quick wins through small steps which indicate a positive direction of travel, establish support, build momentum and achieve 'buy in'.

6. Other Implications

- Asset Management - No Implications.
- Community Safety - Town Centre Strategy will consider and promote the enhancement of community safety.
- Human Resources - No Implications.
- Social Exclusion - The Council's economic priorities aim to tackle social exclusion by encouraging a strong local economy and creating opportunities for all residents to benefit from the local economy.

7. Lessons Learnt

None, this is a new issue.

8. Background Papers

None.

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9. **Consultation**

This report has been prepared in consultation with Key Stakeholders, Planning Advisory Panel (PAP) and Economic Advisory Panel (ECAP).

10. **Author of Report**

The author of this report is Lyndsey Hadley, who can be contacted on extension 3401 (e-mail: lyndsey.hadley@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix A - Town Centre Strategy (to follow)

12. **Key to Terminology / Abbreviations**

Executive Committee

No Direct Ward Relevance

16 September 2009

FINANCIAL REPORT ON THE DECENT HOMES CAPITAL PROGRAMME AND HOUSING ROOFING REPAIRS (REVENUE) ACCOUNT

(Report of the Director of Housing, Leisure and Customer Services)

1. Summary of Proposals

- 1) To report on the actual expenditure for the Decent Homes Programme Year 2 (2008/9) and provide details of the budget and schedule of works for Year 3 (2009/10), Year 4 (2010/11) and Year 5 (2011/12).
- 2) To request a reallocation of £200,000 funding from the Decent Homes budget to commence a programme of essential roofing replacement works.
- 3) To request additional revenue funding of £50,000 be granted for roofing repairs.

2. Recommendations

The Committee is asked to **RECOMMEND** that

- 1) **approval be given for the reallocation of £200,000 funding from the Decent Homes capital budget to commence a programme of essential roof replacements;**
- 2) **£50,000 additional revenue funding for roofing repairs be approved from the HRA reserve for this year 2009/10 and 2010/11; and**

to **RESOLVE** that, if approved,
- 3) **approval be given to incur up to the expenditure detailed in 1) above, in accordance with Standing Order 41; and**
- 4) **subject to any comments, the contents of the report relating to budget spend for Year 2 of the programme (2008/9) and budget and programme of works for 2009/10, 2010/11 and 2011/12 be noted.**

3. Financial, Legal, Policy, Risk and Sustainability ImplicationsFinancial

- 3.1 The capital investment required to undertake the Decent Homes Programme Phase 2 (2007–2012) was approved by Full Council on 7 August 2006. Additional funding was requested following discrepancies identified in the original capital bid and this was agreed at Full Council on 9 March 2009.
- 3.2 In light of the economic downturn and reductions in the cost of some materials in the supply chain, negotiations have been held with the contractors carrying out the Decent Homes works, SPI and FHM, and savings of £200,000 a year have been identified and agreed for the next three years. A reallocation of these savings is requested to carry out essential roofing replacement works.
- 3.3 Due to the high volume of roofing repairs required last year, the roofing revenue budget was overspent. In order to accommodate the ongoing repairs this year and next, additional funding of £50,000 is requested to supplement the £150,000 already allocated. This additional requirement will be reviewed once the Government's Council Housing Finance for 2011 onwards has been determined.

Legal

- 3.4 The Council has a duty to carry out repairs, maintenance and renewals to its housing stock, as deemed necessary under the Landlord and Tenants Act 1985 and the Housing Act 1985.
- 3.5 The Council as a Social Landlord has a duty to ensure that all of its properties meet the Decent Homes Standard by 2010.

Policy

- 3.6 The second Five Year Housing Capital Programme (2007-12) was approved by Full Council on 7 August 2006.
- 3.7 Standing Order 46 covers the relevant aspects of tendering and procurement policy.

Risk

- 3.8 The risk of not proceeding with continued capital investment is that the Council's housing stock will fall into non-decency and therefore not meet Central Government's targets for the condition and standards required.

- 3.9 The risk of not carrying out essential roofing repairs could contravene our responsibilities under the Landlord and Tenants Act and could put at risk the safety of Council tenants.

Sustainability / Environmental

- 3.10 By replacing damaged and patch repaired roofs with high quality environmentally friendly roofing materials, we are working towards improving the environment and the sustainability of the Council properties. All of our contractors have an environmental policy and use environmentally friendly materials wherever possible.

Report

4. Background

- 4.1 Following completion of the first Five Year Decent Homes Capital Programme (2001 -2006), the second five year programme (2007-12) started in August 2007. Once the contract commenced a budget deficit was identified and additional funding of £3.34 million was required. The additional funding was agreed at Full Council on 9 March 2009 and the programme of works for Years 2 (2008/9), 3 (2009/10), 4 (2010/11) and 5 (2011/12) were revised accordingly.
- 4.2 The roofing repairs revenue budget was overspent last year due to the high level of roofing repairs required. Investigations into the nature of the repairs reported demonstrates that, in the Woodrow area, a large number of roofs can no longer be sustained by continual patch repairs and are in need of replacement. A roofing report is attached at Appendix 3.

5. Key Issues

- 5.1 A small proportion of the decent homes works due to be carried out in Year 2 (2008/9) were not completed. These works and associated budgets have been carried forward into Year 3 (2009/10). These carry over figures are as reported in the Capital Outturn Programme 2008/9 report to the Executive Committee on 10 June 2009. The total carry over figure for Year 2 is £422,427.
- 5.2 The Contractors carrying out the works have taken on additional staff to deal with the carry over of Year 2 projects and the increased Year 3 projects and have advised that all works should be completed by the end of Year 3. The budget spend for Year 2 including carryover effect on Year 3 is attached at Appendix 1 and the programme of works and spend for years 3, 4 and 5 is at Appendix 2.

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- 5.3 Due to the current economic climate, negotiations were held with all of the Decent Homes Contractors asking them to identify price reductions against the existing contract figures, as costs in the building trade have fallen. Savings of £200,000 a year have been identified for the next three years.
- 5.4 Due to the poor condition of roofs to Council homes in some areas, there is an urgent need to draw up a roofing replacement programme to tackle this problem. It is proposed to use the savings arising from the Decent Homes Works to fund this programme. A reallocation of £200,000 is requested for the next three years. However, as works will not commence until November of this year, there may be a carryover of some of this years budget into the next year (2010/11).
- 5.5 It is essential that we address those “hot spot” areas where there are known roofing problems and a roofing replacement programme will ensure, that as part of our repairing obligations as Landlord, we ensure that all roofs to Council homes are wind and watertight; failure to do so may result in Court action being taken against us. A Surveyor has already started to identify both groups of properties and “one offs” that need immediate roof replacements and he will draw up a programme which will incorporate these. The Surveyor will continue a programme of external roofing inspections and the programme will be updated accordingly.
- 5.6 The roofing replacement programme will initially address only a small proportion of the properties requiring new roofs, therefore the Council will continue to receive a significant number of requests for roofing repairs. Based on the information from the previous two years, there is a need for additional revenue funding of £50,000 for the next two years. A further review of the budget will be carried out for 2011/12 and beyond based on the outcome of the Housing Revenue Account Subsidy consultation paper.

Table of Funding (Reallocation) Requirements - Capital

	Decent Homes (DH) Budget	**Current roofing allocation of total DH budget	Savings (arising from reductions in costs from Decent Homes Contractors)	Additional Funding Required for Roofing Replacement Programme	Costs
2009/10	£7,758,024 (inc carry over from Year 2)	£106,000	£200,000	£200,000	Nil
2010/11	£6,402,902	£110,240	£200,000	£200,000	Nil
2011/12	£5,630,279	£114,649	£200,000	£200,000	Nil

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** Please note there will be a need to use the existing capital roofing budget for one off roof/guttering/fascia replacements across the Borough so this will not be used for the roofing replacement project works proposed at Appendix 3.

Table of Funding Requirements – Revenue

	Roofing revenue budget allocation	Required budget	Cost Implication
2009/10	£150,000	£200,000	£50,000
2010/11	£150,000	£200,000	£50,000
2011/12	£150,000	To be reviewed	

6. Other Implications

Asset Management - None directly.

Community Safety - None directly.

Human Resources - None directly.

Social Exclusion - None directly.

7. Lessons Learnt

As part of the lessons learned, it was agreed at Full Council on 9 March 2009 that annually a report would be presented to the Executive Committee detailing the closedown spend of the previous year and the financial position of the Capital programme.

8. Background Papers

The 5 year Housing Capital Programme 2007 -12 approved by Full Council August 2006;

The reallocation of funds and increase in Capital budget to support the completion of the existing 5 year programme – approved by Full Council March 2009.

9. Consultation

This report has been prepared in consultation with relevant Borough Council Officers.

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10. Author of Report

The author of this report is Pam Wilkins, Repairs, Capital and Care and Repair Manager who can be contacted on extension 3896 (e-mail:pam.wilkins@redditchbc.gov.uk) for more information.

11. Appendices

Appendix 1 – Decent Homes Capital Programme spend for Year 2 (2008/09).

Appendix 2 - Decent Homes Capital Programme of Works and Budgets Year 3 (2009/10).

Appendix 3 – Roofing Report.

Year Two - 2008/09			
	Outturn		
	Budget Year 2 £	Actual Spend £	Variance £
Kitchen	1,941,100	1,551,018	390,082
Bathroom	1,141,400	1,132,171	9,229
Wiring	1,075,900	1,058,273	17,627
Boilers/CH	794,400	788,911	5,489
Windows	132,300	132,047	253
Catch Up	656,900	663,923	-7,023
Asbestos	441,700	436,016	5,684
Structural	367,600	367,051	549
Roofing	140,500	126,863	13,637
Insulation	57,800	17,636	40,164
	6,749,600	6,273,909	475,691

Decent Homes £422,427

Non-Decent Homes
£53,264

Year Three - 2009/10	
	Proposed Spend (incl c/fwd from Year Two) £
Kitchen	3,144,636
Bathroom	1,459,304
Wiring	1,096,155
Boilers/CH	706,429
Windows	159,253
Catch Up	628,977
Asbestos	217,683
Structural	159,549
Roofing	119,636
Insulation	119,663
	7,811,285

**HOUSING CAPITAL
DECENT HOMES
PROGRAMME**

YEARS 3 – 4 – 5

2009 – 2012

**All highlighted addresses and values are brought forward
from year 2, of the 5 year Capital Programme**

KITCHENS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average Cost</u>	
Year 3	Crothorne Close	29	£	98,600
Year 3	Deans Close	32	£	111,282
Year 3	Evesham Mews	53	£	180,200
Year 3	Felton Close	38	£	129,200
Year 3	Flyford Close	22	£	74,800
Year 3	Frankton close	22	£	74,800
Year 3	Fullbrook Close	50	£	170,000
Year 3	Archer Road	11	£	37,400
Year 3	Arrow Road	2	£	6,800
Year 3	Arthur Street	11	£	37,400
Year 3	Banners lane	40	£	136,000
Year 3	Beaufort Street	4	£	13,600
Year 3	Beoley Rd	30	£	102,000
Year 3	Breaches Close	3	£	10,200
Year 3	Brook Street	2	£	6,800
Year 3	Coupass Cottages	6	£	20,400
Year 3	Crabbs Cross Lane	11	£	37,400
Year 3	Dale Road	1	£	3,400
Year 3	Dolphin Road	23	£	78,200
Year 3	Dowlers Hill Cres	15	£	51,000
Year 3	Easemore Road	6	£	20,400
Year 3	Elm Road	2	£	6,800
Year 3	Enfield Road	7	£	23,800
Year 3	Farm Road	31	£	105,882
Year 3	Garway Close	18	£	61,200
Year 3	Greenfields	7	£	23,800
Year 3	Grendon Close	26	£	88,400
Year 3	Greystone Close	33	£	112,200
Year 3	Grove Street	2	£	6,800
Year 3	Heronfield Close	47	£	160,800
Year 3	Highfield Road	1	£	3,400
Year 3	Jubilee Avenue	1	£	3,400
Year 3	Kilpeck Close	5	£	17,000
Year 3	Kingsley Avenue	28	£	95,200
Year 3	Kinlet Close	6	£	20,400
Year 3	Lodge Road	12	£	40,800
Year 3	Malfield Avenue	1	£	3,400
Year 3	Marsden Road	3	£	10,200
Year 3	MatchboroughCentre	1	£	3,400
Year 3	Moresfield Close	3	£	10,200
Year 3	Mount Street	6	£	20,400

KITCHENS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average Cost</u>	
Year 3	Munsley Close	1	£	3,400
Year 3	Oakly Road	3	£	10,200
Year 3	Old Council House	13	£	44,200
Year 3	Other Road	12	£	40,800
Year 3	Prospect Road	44	£	149,600
Year 3	Retreat Street	24	£	81,600
Year 3	Romsley close	6	£	20,400
Year 3	Rushock Close	47	£	160,800
Year 3	Slimbridge Close	34	£	115,600
Year 3	South Street	1	£	3,400
Year 3	St Lukes Terrace	1	£	3,400
Year 3	Stanley Close	38	£	129,200
Year 3	Thrupton Close	4	£	13,600
Year 3	Walkwood Road	5	£	17,000
Year 3	Winyates centre	41	£	139,400
		925	£	3,144,636

KITCHENS

<u>YEAR</u>	<u>ADDRESS</u>	<u>NO.</u>	<u>Average cost</u>
Year 4	Acton Close	15	£52,500
Year 4	Aldington Close	19	£66,500
Year 4	Auxerre House	43	£150,500
Year 4	Belbroughton Close	11	£38,500
Year 4	Bentley Close	44	£154,000
Year 4	Chaddesley Close	13	£45,500
Year 4	Cleeve Close	17	£59,500
Year 4	Croome Close	14	£49,000
Year 4	Dormston Close	13	£45,500
Year 4	Doverdale Close	46	£161,000
Year 4	Dowlers Hill Cres	14	£49,000
Year 4	Eckington Close	22	£77,000
Year 4	Evenlode Close	6	£21,000
Year 4	Gorsey Close	18	£63,000
Year 4	Granhill Close	15	£52,500
Year 4	Grimley Close	5	£17,500
Year 4	Harport Road	8	£28,000
Year 4	Himbleton Close	11	£38,500
Year 4	Holloway Park	16	£56,000
Year 4	Huband Close	19	£66,500
Year 4	Ilmington Close	20	£70,000
Year 4	Kempsey Close	21	£73,500
Year 4	Laburnum Close	3	£10,500
Year 4	Ladygrove Close	15	£52,500
Year 4	Landor Road	11	£38,500
Year 4	Langley Close	18	£63,000
Year 4	Laurel Close	32	£112,000
Year 4	Lilac Close	6	£21,000
Year 4	Longdon Close	25	£87,500
Year 4	Mayfields	7	£24,500
Year 4	Myrtle Avenue	3	£10,500
Year 4	Neville Close	14	£49,000
Year 4	Newland Close	10	£35,000
Year 4	Old Crest Avenue	1	£3,500
Year 4	Parsons Road	8	£28,000
Year 4	Ravensmere Road	2	£7,000
Year 4	Roxboro House	31	£108,500
Year 4	Seymour Drive	23	£80,500
Year 4	Sheldon Road	5	£17,500
Year 4	Southcrest Road	2	£7,000

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KITCHENS

<u>YEAR</u>	<u>ADDRESS</u>	<u>NO.</u>	<u>Average cost</u>
Year 4	St Georges Gardens	15	£52,500
Year 4	St Lukes Cottages	8	£28,000
Year 4	Tennyson Road	1	£3,500
Year 4	Vernon Close	15	£52,500
Year 4	Western Hill Close	12	£42,000
Year 4	Wharrington Hill	5	£17,500
		682	£2,387,000

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KITCHENS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>
Year 5	Arley Close	34	£122,400
Year 5	Barnwood Close	28	£100,800
Year 5	Blythe Close	5	£18,000
Year 5	Bredon House	24	£86,400
Year 5	Cedar Road	56	£201,600
Year 5	Chapel Street	10	£36,000
Year 5	Flanders Close	25	£90,000
Year 5	Forest View	35	£126,000
Year 5	Grange Road	4	£14,400
Year 5	Greenfields	4	£14,400
Year 5	Guinness Close	7	£25,200
Year 5	Haresfield Close	12	£43,200
Year 5	Harry Taylor House	24	£86,400
Year 5	Huins Close	19	£68,400
Year 5	Keats House	21	£75,600
Year 5	Knowle Close	9	£32,400
Year 5	Linton Close	29	£104,400
Year 5	Manor House	8	£28,800
Year 5	Melen Street	5	£18,000
Year 5	Mendip House	31	£111,600
Year 5	Mill Street	4	£14,400
Year 5	Netherfield	22	£79,200
Year 5	Phillips Terrace	12	£43,200
Year 5	Rookery Close	9	£32,400
Year 5	Salop Road	6	£21,600
Year 5	Sanders Close	43	£154,800
Year 5	St Davids House	35	£126,000
Year 5	Upton Close	11	£39,600
Year 5	Well Close	18	£64,800
Year 5	Whitchurch Close	20	£72,000
Year 5	Woodfield Close	6	£21,600
Year 5	Woodrow Centre	39	£140,400
Year 5	Yarningale Close	23	£82,800
Year 5	Yew Tree Close	24	£86,400
		662	£2,383,200

BATHROOMS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>
Year 3	Holloway Park	4	£9,229
Year 3	Auxerre House	43	£101,586
Year 3	Chiltern House	45	£106,308
Year 3	Downsell House	28	£66,165
Year 3	Foxlydiat crescent	65	£153,536
Year 3	Harry Taylor House	24	£56,720
Year 3	Heathfield Road	1	£2,408
Year 3	Heronfield Close	47	£111,031
Year 3	Highley Close	11	£26,022
Year 3	Ibstock House	23	£54,358
Year 3	Ibstock Close	66	£155,897
Year 3	Ilmington Close	18	£42,551
Year 3	Manor House	8	£18,937
Year 3	Marlpool Drive	1	£2,408
Year 3	Munsley Close	1	£2,408
Year 3	Phillips Terrace	12	£28,383
Year 3	Roxboro House	31	£73,249
Year 3	Salters lane	120	£283,412
Year 3	Shawbury Close	7	£16,576
Year 3	Treville Close	23	£54,358
Year 3	Wood row Centre	39	£92,140
Year 3	Woodrow North Terrace	1	£2,408
		618	£1,459,304

BATHROOMS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>
Year 4	Arthur Jobson House	24	£58,416
Year 4	Ashton Close	20	£48,692
Year 4	Bredon House	25	£60,847
Year 4	Drakes Close	3	£7,365
Year 4	Lyndenwood	23	£55,977
Year 4	Melen Street	5	£12,227
Year 4	Mickleton Close	100	£243,172
Year 4	Mill Street	4	£9,796
Year 4	Paddock Lane	59	£143,501
Year 4	Patch Lane	48	£116,758
Year 4	Retreat Street	25	£60,847
Year 4	Shawberry Close	7	£17,089
Year 4	Yarningale Close	23	£55,985
		366	£890,672

BATHROOMS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>	
Year 5	Birchfield Road	12	£	31,603
Year 5	Cedar Road	56	£	142,912
Year 5	Cedar View	40	£	102,080
Year 5	Sanders Close	43	£	109,736
Year 5	Slimbridge Close	35	£	89,320
Year 5	St Davids House	35	£	89,320
Year 5	Whitchurch Close	19	£	48,488
Year 5	Yew Tree Close	23	£	58,696
		263	£	672,155

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ELECTRICAL UPGRADE

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>	
YEAR 3	Himbleton Close	12	£	17,627
YEAR 3	Aldington Close	17	£	23,936
YEAR 3	Ashorne Close	24	£	33,792
YEAR 3	Astley Close	69	£	97,152
YEAR 3	Chaddesley Close	13	£	18,304
YEAR 3	Drayton Close	12	£	16,896
YEAR 3	Evenlode Close	5	£	7,040
YEAR 3	Felton Close	38	£	53,504
YEAR 3	Frankton Close	22	£	30,976
YEAR 3	Goodrich Close	19	£	26,752
YEAR 3	Gorse Close	18	£	25,344
YEAR 3	Grendon Close	25	£	35,200
YEAR 3	Grimley Close	5	£	7,040
YEAR 3	Hampton Close	19	£	26,752
YEAR 3	Heathfield Rd	2	£	2,816
YEAR 3	Keats House	21	£	29,568
YEAR 3	Kempsey Close	25	£	35,200
YEAR 3	Leysters Close	31	£	43,648
YEAR 3	Linton Close	29	£	40,832
YEAR 3	Longdon Close	25	£	35,200
YEAR 3	Manor Hse	8	£	11,264
YEAR 3	Marlpool Dve	1	£	1,408
YEAR 3	Martley Close	22	£	30,976
YEAR 3	Mordiford Close	28	£	105,882
YEAR 3	Mount Street	7	£	9,856
YEAR 3	Newland Close	10	£	14,080
YEAR 3	Oakley Rd	3	£	4,224
YEAR 3	Pedmore Close	20	£	28,160
YEAR 3	Roxboro Hse	31	£	43,648
YEAR 3	Rushock Close	47	£	160,800
YEAR 3	Tillington Close	23	£	32,384
YEAR 3	Treville Close	23	£	32,384
YEAR 3	Well Close	17	£	23,936
YEAR 3	Winyates Centre	41	£	57,728
YEAR 3	Woodfield Close	5	£	7,040
YEAR 3	Woodrow Centre	39	£	54,912
YEAR 3	Woodrow North	1	£	1,408
YEAR 3	Yardley Close	21	£	29,568
		778	£	1,096,155

ELECTRICAL UPGRADE

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>
Year 4	Arthur Jobson	24	£ 35,400
Year 4	Edgeworth Close	60	£ 88,500
Year 4	Evesham Mews	52	£ 76,700
Year 4	Fullbrook Close	20	£ 29,500
Year 4	Harry Taylor	24	£ 35,400
Year 4	Heronfield Close	48	£ 70,800
Year 4	High Trees	64	£ 94,400
Year 4	Mickleton Close	101	£ 148,975
Year 4	Northleach Close	63	£ 92,925
Year 4	Paddock close	53	£ 78,175
Year 4	Patch Lane	49	£ 72,275
Year 4	Philips Terrace	12	£ 17,700
Year 4	Retreat Street	24	£ 35,400
Year 4	Sedley Close	26	£ 38,350
Year 4	Well Close	7	£ 10,325
Year 4	Winforton Close	40	£ 59,000
Year 4	Yarningale Close	23	£ 33,925
		690	£ 1,017,750

ELECTRICAL UPGRADE

<u>YEAR</u>	<u>ADDRESS</u>	<u>No</u>	<u>Average cost</u>	
Year 5	Beech Tree	31	£	47,802
Year 5	Cedar Rd	53	£	81,726
Year 5	Cherry Tree	14	£	21,588
Year 5	Pitcheroak Cottages	18	£	27,756
Year 5	Sanders Close	40	£	61,680
Year 5	St Davids	35	£	53,970
Year 5	Whitchurch Rd	20	£	30,840
Year 5	Willow Way	34	£	52,428
Year 5	Yew Tree Close	22	£	33,924
		267	£	411,714

BOILERS

<u>YEAR</u>	<u>ADDRESS</u>	<u>No.</u>	<u>Average cost</u>	
Year 3	Hampton Close	2	£	5,489
Year 3	Auxerre House	43	£	86,860
Year 3	Dilwyn Close	8	£	16,160
Year 3	Downsell House	28	£	56,560
Year 3	Felton Close	13	£	26,260
Year 3	Fownhope Close	5	£	10,100
Year 3	Foxlydiat Crescent	20	£	40,400
Year 3	Frankton Close	5	£	10,100
Year 3	Grendon Close	5	£	10,100
Year 3	Kilpeck Close	5	£	10,100
Year 3	Kineton Close	2	£	4,040
Year 3	Laurel Close	38	£	76,760
Year 3	Loxley Close	10	£	20,200
Year 3	Lygon Close	10	£	20,200
Year 3	Matchborough Centre	1	£	2,020
Year 3	Morsefield Lane	3	£	6,060
Year 3	Roxborough House	30	£	60,600
Year 3	Salters Lane	70	£	141,400
Year 3	Stanley Close	11	£	22,220
Year 3	Referrals	40	£	80,800
		349	£	706,429

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BOILERS

<u>YEAR</u>	<u>ADDRESS</u>	<u>ACTUAL</u>	<u>Average cost</u>
Year 4	Chedworth Close	18	£ 38,520
Year 4	Deans Close	17	£ 36,380
Year 4	Evesham Road	37	£ 79,180
Year 4	Exhall Close	69	£ 147,660
Year 4	Forest View	13	£ 27,820
Year 4	Fulbrook Close	20	£ 42,800
Year 4	Heathfield Road	2	£ 4,280
Year 4	Heronfield Close	23	£ 49,220
Year 4	Loxley Close	40	£ 85,600
Year 4	Manor House	2	£ 4,280
Year 4	Munsley Close	1	£ 2,140
Year 4	Petton Close	2	£ 4,280
Year 4	Philips Terrace	4	£ 8,560
Year 4	Thrupton Close	2	£ 4,280
Year 4	Tillington Close	9	£ 19,260
Year 4	Treville Close	12	£ 25,680
Year 4	Upperfield Close	1	£ 2,140
Year 4	Winslow Close	6	£ 12,840
Referrals		50	£ 107,000
		328	£ 701,920

BOILERS

<u>YEAR</u>	<u>ADDRESS</u>	<u>ACTUAL</u>	<u>Average cost</u>	
Year 5	Ashton Close	10	£	22,700
Year 5	Blythe Close	3	£	6,810
Year 5	Bredon House	15	£	34,050
Year 5	Cedar Road	24	£	54,480
Year 5	Cedar View	28	£	63,560
Year 5	Clifton Close	2	£	4,540
Year 5	Evesham Mews	27	£	61,290
Year 5	Greenfields	3	£	6,810
Year 5	Greystone Close	14	£	31,780
Year 5	Harry Taylor House	8	£	18,160
Year 5	Ibstock Close	6	£	13,620
Year 5	Malvern House	18	£	40,860
Year 5	Mendip House	11	£	24,970
Year 5	Pitcheroak Cottages	6	£	13,620
Year 5	Sanders Close	22	£	49,940
Year 5	Sedgley Close	11	£	24,970
Year 5	St Davids House	19	£	43,130
Year 5	Upperfield Close	32	£	72,640
Referrals		50	£	113,500
		309	£	701,430

APPENDIX 3

Roofing Projects

Woodrow

This is one of the main areas of concern as there are problems with the roof, felt, fascias and guttering at Astley, Bushley, Crophorne, Doverdale, Eckington and Fladbury Closes. (Fladbury Close bungalows have already had some remedial work done using Capital budgets - pointing of ridges etc).

Problems occurred when the existing roofs were braced during the 1970 – 1980's. This was done by removing the roof tiles then cutting holes (externally) in the roof felt and pushing timbers through to carry out the additional bracing. The reason timber bracing could not be passed through internally was because the bracing timbers needed to be as long as possible. The holes in the felt were never repaired. There are two consequences arising from poor (roofing) felt :-

1. If there are any damaged tiles to the roof then there is a 100% chance of ingress of water during rainfall.
2. Because of the low pitch of the roofs they are more susceptible to wind attacking the roof and in extreme cases if the wind blows under the tiles and into the roof space, tiles etc can be blown off.

To compound the problems with these roofs, in Woodrow the contractor at the time saved on one row of tiles per property, by fitting the roof tiles with minimal overhang, which means that tile coverage at present is below the minimum requirement.

If a roof replacement project were to be considered then replacing the fascias and guttering must be considered as these are old and often in a poor state of repair and having paid for scaffold to be erected, it is not cost effective to do this work at a later date (or keep patching up the existing as we are doing at present).

Air Vents have been put on many of these properties to combat condensation but have been fitted too low down on the roof - they should be $\frac{1}{3}$ distance from the ridge to expel air so they are mainly ineffective. The vents are on the roof to expel hot air which is why they are at a high level (as hot air rises), so insulation is to prevent heat from coming into the loft space and vents are to expel air if this occurs. When hot air meets the cold roof this is the cause of condensation.

The said vents have an extended pipe beneath the roof surface which, if too low, can sit on the existing insulation so there is no air exchange. With the new insulation regulations adding an extra 200mm in depth to the insulation this becomes more of an issue.

The cost to do the roof replacement works required would be c£4500 and this would include replacement of guttering and fascias.

N.B. scaffold to end properties would cost more. Existing whole tiles removed would be stored for use for repairs on other properties.

It should be noted that where a Council property adjoins a Sold property, we would need to have a Party Wall Agreement drawn up by Legal and gain the consent of the Owner/Occupier for the work to proceed.

Details of the number of Council properties in each Close, as above, and examples of current scaffold costs are at the end of this report.

Woodrow/Winyates Centre

The other main area of concern is at these two centres. These properties have flat asphalt roofs that due to their age are cracking and also the drainage channels on these roofs are blocking on a regular basis due to the volume of rain and the shallowness of the channels. Both cause water ingress into properties. Additional drainage channels have been added to existing to resolve the problems, but the asphalt itself cannot be patched for much longer. A typical cost of re-roofing one property is £1200

Batchley

Locke Close & Cardy Close – Three storey flats

Condensation within the flats is the main problem (exacerbated by tenant's lifestyle no windows opened, drying wet clothes on radiators etc). Upgrade of insulation required to all however the "raked" ceilings to the top floor flats require rigid insulation fitted (with 50mm air gap to both sides) either externally, which would incur great expense for the scaffolding requirements, or internally by removing the existing plasterboard. Carrying out the work internally will be cheaper in respect of not requiring scaffolding, however there will be disruption to tenants and repainting/papering of the internal walls may be required once works have been carried out (decorating vouchers could be offered).

The condensation problems are very visible to the tenants as "water" can be seen running down the interior walls causing mould. We undertake a high proportion of mould treatments in the three storey flats and often we have to return year on year. We also educate the tenants on the importance of air circulation in the flats, so to open windows, not pushing furniture against the walls. It should be noted that carrying out work to the top flats will not prevent condensation to lower flats which occurs because of living conditions e.g. drying clothes on radiators, steam from kitchen / bathroom, poor ventilation, calor gas heaters (portable) and overcrowding of bedrooms.

Salters Lane, Bridley Moor Road and Poplar Road

All above require insulation upgrade and felt replaced.

Executive Committee

Abbey Ward

16th September 2009

REDDITCH CREMATORIUM - CREMATOR REPLACEMENT AND BUILDING UPGRADES – CAPITAL PROGRAMME

(Report of the Head of Operations)

1. Summary of Proposals

The report will advise Members of the requirement for a major infrastructure upgrade to the existing crematorium plant and buildings including the preferred method of installing a new cremator and mercury filtration equipment to ensure the Council meets Government targets for mercury emissions and the longer term viability of Bereavement Services.

2. Recommendations

The Committee is asked to **RESOLVE** that,
subject to the necessary budgetary approvals of the full
Council, as detailed at recommendations 6) and 7) below,

- 1) a programme of replacement of and installation of one new cremator, complete with mercury abatement equipment, at a current cost in the region of £575,000, be carried out;
- 2) a programme of civil works be undertaken to improve the public and staff areas of the crematorium buildings, at a cost of £380,000;
- 3) a defined study be carried out in relation to energy recovery and re-use for both internal and external purposes;
- 4) specialist and technical support be employed to assist the Bereavement Services Manager with the management and implementation of this project, at a cost of £32,500;
- 5) expenditure of up to the total sum approved by the Council, for the purposes defined in the report, be approved in accordance with Standing Order 41;

and to RECOMMEND that

- 6) the Council, if it is established that it is economically viable to recover waste energy and to re-use it for internal and external purposes, implement the recommended programmes for such re-use. Initial research indicates that internal re-use will be economically viable so a sum of £70,000 has been included in the Capital Programme for this aspect of the project.**
- 7) up to £757,500 be allocated from the Capital Programme for the purposes indicated in the report; and**
- 8) the Capital Programme be amended accordingly.**

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

- 3.1 £50 from each cremation fee has been set aside for the purpose of funding the replacement of the cremators, based on 1,200 cremations per annum this equates to £60,000 per annum. The fund currently stands at £180,000, although by the intended date of installation this will stand in the region of £300,000 depending on the number of cremations that have been carried out.
- 3.2 There will be a further capital funding requirement of £275,000 at current prices and this excludes the predicted 10 per cent annual industry related inflation for the replacement cremator, mercury abatement equipment. This has been caused primarily by the deterioration in the exchange rate and fluctuating raw material costs, as a substantial proportion of both components and finished goods are imported and are dependent on world commodity markets. A further £380,000 at current prices, is required for the planned improvements to the public areas of the building.
- 3.3 Additionally a further cost should be considered under 'Spend to Save' for installing the mercury abatement equipment with an energy recovery system and a redistribution capability.. The most obvious use of some of the energy recovered would be to heat the crematorium building, which would allow the current electrical heating system to be replaced - reducing the cost of heating the building by 75 to 80%.
- 3.4 The capital cost of this work is estimated to be between £50,000 and £70,000. It currently costs approximately £15,000 per year to heat the Crematorium so the payback period is estimated at 4 years and 8 months, after which, apart from maintenance costs heating will effectively be a fraction of the current cost.

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- 3.5 There may be additional opportunities to export and re-use some or all of the remaining 'waste' energy, either for other council buildings ie; Abbey Stadium or to export it back to the grid and create additional revenue. However, further research is required to establish the viability of any such project. (A more detailed explanation is provided under the heading Sustainability / Environmental - Paragraphs 3.16 to 3.25 below)

	Total cost	Existing built up funds by time of installation	Additional capital finance required
New cremator and mercury abatement technology	£125,000 to £175,000 and £350,000 to £400,000 total maximum £575,000 +10 per cent	In the region of £300,000	£275,000
Energy Recovery Technology for heating the Crematorium	£ 50,000 to £70,000. ?		£70,000
Consultancy	£ £32,500		£32,500
Improvement to public area	£380,000		£380,000
Total	£1,057,500	- £300,000	£757,500

- 3.6 The overall legal requirement is that 50% of all cremations, based on the reference year of 2003, be abated as from the operational date of January 1st 2013. (See Paragraph 5.1).
- 3.7 It has already been agreed that Redditch Crematorium will participate in the Crematoria Abatement of Mercury Emissions Organisation (CAMEO) burden sharing scheme, which will be established in 2012 in readiness for the operational date.
- 3.8 Those crematoria fitting abatement equipment will have the opportunity of recovering part of the capital cost by placing the number of cremations over and above the legal requirement and /or their 'net' needs into a 'bank' for purchase at an estimated cost of £50 per cremation by those crematoria who have decided not to fit

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the equipment but to meet their legal obligations through such purchases ie: by burden sharing.

- 3.9 Costs of the employment of technical specialist support are included in the bid

Legal

- 3.10 There is a requirement to improve the level of compliance within the conditions of the operating permit under the pollution prevention and control regulations 2000.

Policy

- 3.11 This work would assist in meeting the requirements of the air quality management strategy.
- 3.12 The energy saving element of undertaking these works will increase our performance under NI185 by significantly reducing the Council's carbon footprint and contribute to the Worcestershire Partnership Climate Change Strategy.

Risk

- 3.13 Failure to comply with the pollution prevention and control regulations 2000 could result in the closure of the crematorium for cremations. Failure to meet Government targets could result in damage to the Council's reputation as a well managed organisation.
- 3.14 There will need to be thorough project planning and management to minimise potential loss of business to other local cremation authorities during upgrading.
- 3.15 The long term financial viability of this service area could be compromised if improvements to the public areas are not upgraded due to the building layout and public facilities being inadequate and in some cases not fit for purpose. (Appendices 1 and 2 refer)

Sustainability/Environmental

- 3.16 Operating a crematorium is a highly energy intensive process and in 2008 used 170,000 kiloWatt hours (kWh) of electricity and 1,516,000 kWh of natural gas. A typical cremation lasts 80 minutes and releases to atmosphere throughout an average of 300 kW (high 400 kW low 200 kW) of waste heat. At present this is dissipated via the chimney to atmosphere and is lost.
- 3.17 In the case of an abated cremation there is an average of 280 kW of waste heat generated throughout a typical 80 minute cremation. This lower figure is due to the fact that the cremator temperature is

lowered from 850C to 800C. In an abated system without any heat recovery this energy would still be dissipated to atmosphere via the abatement cooling system and the chimney.

- 3.18 New cremators are far more technologically advanced and efficient than previous technology having shorter preheat times, greater heat retention and have the option to recover any energy waste from the secondary process (mercury abatement plant – not from the cremator itself)
- 3.19 If agreed we will recover a proportion of the waste energy created from the secondary process (mercury abatement plant) for use either on site or possible export. This recoverable heat could be used as heating for the crematorium facility and also potentially for the Abbey Stadium sports facility located adjacent to the crematorium. However the amount of recoverable heat is several times greater than this heating requirement. It should be noted that at present the heating of the crematorium is by electric storage heaters and the replacement of this method with a central heating system powered by the recovered heat would displace the present heating electrical consumption and would have a significant reduction in the carbon footprint.
- 3.20 An alternative to using the recovered heat for simple heating may be to use it to generate electrical power. This electrical power would then be used for both heating and operating the cremators and abatement equipment. In the event that there is a surplus of electrical energy produced then this could be exported from the site into the national grid. It may be possible for any exported electrical energy to qualify for potential future feed-in tariffs under the government's Renewable Energy Programme.
- 3.21 It may be possible in addition to feed-in tariffs premiums to qualify for grants towards capital cost from DEFRA. Contact has already been made with DEFRA to investigate this possibility.
- 3.22 Alternatively there is a possibility to obtain partial funding from the SALIX programme whereby qualifying projects must deliver both CO₂ and revenue benefits and, in line with the SALIX objective, must offer long term CO₂ savings. The potential continued displacement of purchased energy that would be achieved under waste heat recovery would appear to satisfy this criteria.
- 3.23 Any energy produced from waste heat recovery and used on site will displace the requirement of purchasing from our electricity supply company resulting in savings once the equipment has paid for itself and thereafter, thus protecting the authority against future increases against energy costs and ensuring our energy supply – ensuring the crematorium can operate in times of low energy security.

- 3.24 The combination of reduced energy usage of the more efficient cremators together with energy recovery will significantly reduce the carbon footprint of the facility and contribute to the Governments target of reducing carbon emissions by 80% of 1990 levels by 2050 under the Climate Change Act (2008).
- 3.25 The majority of cremations would be carried out in the new machine with the one remaining old cremator only used at peak times or as a contingent resource. The industry recognised system of holding over cremations for up to 24 hours, with permission of the applicant for cremation, would also make for more efficient use of energy resources. The installation of mercury abatement equipment alone could reduce mercury emissions by up to 100%, thus assisting with DEFRA's 50% national reduction of mercury to air as from the operational date of the legislation, January 1st 2013. However this figure is more likely to be between 70% and 80 %for Redditch Crematorium because of the need to use the older cremator at peak periods.

Report

4. Background

A detailed feasibility report was commissioned by the Bereavement Services Manager entitled Replacement of Existing Cremation Equipment and Installation of Mercury Abatement Plant together with an Assessment of Burial Provision and Ancillary Services for Redditch which provides detailed background information for this report. (Appendices 1 and 2 refer.)

5. Key Issues

- 5.1 The industry is required to reduce mercury emissions from cremations by at least 50% by the operational date of January 1st 2013 in order to meet the Government target for reduction in mercury emissions based on the reference year of 2003.
- 5.2 Failure to meet targets could result in the future operational viability of the cremation service in Redditch being severely reduced, leading to associated damage to the Council's reputation and potential loss of service to residents.
- 5.3 The replacement of one cremator with mercury abatement capability would meet the requirements of Redditch Bereavement Services based on current and projected annual cremation numbers.
- 5.4 The replacement of one cremator with abatement capability would allow for the phased replacement of the second cremator and the associated reduction in capital requirement until 2014/15.

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- 5.5 The current cremators would require replacement or major refurbishment due to their age and use regardless of the need reduce mercury emissions. Replacement of a cremator with mercury abatement capability would be financially and operational preferable to retro-fitting abatement equipment to refurbished cremators. This would include the possibility of installing abatement equipment ready for future cremator upgrade.
- 5.6 Certain parts of the public areas at the crematorium are no longer adequate for use nor do they meet the expectations of the bereaved, which could impact on the longer term success and viability of bereavement services in Redditch.
- 5.7 Specialist and technical support will be required for the implementation of this project; the estimated cost for this has been included in the capital funding requirement for cremator replacement.
- 5.8 Full details including all supporting information are contained within the report produced by Goldray Limited - Management Consultancy Services for Redditch Borough Council - Appendix 1 – Goldray Limited report (Feasibility Study: Redditch Crematorium & Cemetery) and Appendix 2 - Goldray report: list of appendices to report.
- 5.9 The Goldray Limited report (Feasibility Study: Redditch Crematorium & Cemetery) also contains an assessment of the need for additional burial space within Redditch which will be the subject of a separate report.

6. Other Implications

- | | | |
|------------------|---|---|
| Asset Management | - | The report proposes significant structural and other improvement works to the crematorium building. |
| Community Safety | - | None specific. |
| Human Resources | - | Appendix 3, the Goldray report, includes a list of appendices to the report which contain recommendations regarding staffing levels and working practices. |
| Social Exclusion | - | Some of the improvement works include improvements to the public areas of the building for example the provision of toilet facilities for customers with mobility issues. |

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7. **Lessons Learnt**

None.

8. **Background Papers**

Goldray Limited Consultants report and associated papers Appendix 1 – Goldray Consultants report (Feasibility Study: Redditch Crematorium & Cemetery) and Appendix 2 – Goldray Limited report: list of appendices to report.

9. **Consultation**

9.1 This report has been prepared in consultation with relevant Borough Council Officers.

9.2 Goldray Limited also undertook consultation exercises with local funeral directors as detailed in Appendix 1 – Goldray Limited report (Feasibility Study: Redditch Crematorium & Cemetery).

10. **Author of Report**

The author of this report is Ian N Gregory (Bereavement Services Manager), who can be contacted on 01527 62174 (or email: ian.gregory@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix 1 - Goldray Limited report (To follow)

Appendix 2 - Goldray Limited report: list of appendices to report.
(To follow)

Executive Committee

16 September

REDDITCH OPEN AIR MARKET – MARKET REGULATIONS 2009/2010

(Report of the Head of Operations)

1. Summary of Proposals

To have revised Market Regulations agreed and adopted to improve clarity and consistency of rules governing the daily working practices of Redditch Open Air Market.

To seek delegated powers for the Head of Service in consultation with the Portfolio Holder to make minor amendments for the operational benefit of Redditch Open Air Market and its Traders

2. Recommendations

The Committee is asked to RECOMMEND that

- 1) authority be delegated to the Head of Operations in consultation with the Portfolio Holder to agree the adoption date for the revised Market Regulations;**
- 2) authority be delegated to the Head of Operations in consultation with the Portfolio Holder to make minor alterations or amendments to the Regulations for the operational benefit of the Market and its Traders; and**
- 3) authority be delegated to the Head of Operations in consultation with the Portfolio Holder to finalise the hours of operation and any other relevant rules in the (document) following consideration of the planning application by the Planning Committee.**

3. Financial, Legal, Policy Risk and Sustainability Implications

Financial

- 3.1 Revised Rules & Regulations detail procedures regarding the financial management of the Market.

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Legal

- 3.2 Section 2 of the Local Government Act 2000 allows local authorities to do anything which is likely to promote or improve the social, economic or environmental well being of their area.

Policy

- 3.3 Delegated authority is required to review, update and amend rules and regulations pertaining the daily working practices of Redditch Open Air Market.

Risk

- 3.4 Failure to have clear and enforceable Regulations governing the efficient operation of Market Services for the benefit of the Authority, Traders and Customers, may result in inequality and unfair treatment for all concerned, with associated negative perception for the Authority.

Sustainability / Environmental

- 3.5 None specific.

Report

4. Background

Redditch Market relocated to Market Place/Alcester Street in July 2006 and currently has 15 Casual and 29 Licensed Traders. Nationally, traditional street markets struggle to remain viable although Redditch Open Air Market has not seen any significant reduction in the number of Traders in the last two years. The current Rules & Regulations have proved inadequate to support the efficient management of the Market.

5. Key Issues

- 5.1 The existing Rules and Regulations are inadequate because they do not allow effective management of Redditch Open Air Market.
- 5.2 The proposed Market Regulations clearly detail the arrangements for stall allocation, acceptable conduct of Traders, fees, charges, methods and deadlines for payment.
- 5.3 The Regulations also include details of the amended vehicular access times for Traders which are in accordance with the associated Planning Consent for the Market area

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6. Other Implications

- Asset Management - None specific.
- Community Safety - None specific.
- Human Resources - None specific.
- Social Exclusion - None specific.

7. Lessons Learnt

Following a report to the Executive Committee 26 August 2009 concerning the management of market debt a number of lessons have been learnt. This was supported by an internal audit into the management of the market which raised a number of recommendations which have been actioned by Officers.

A follow up audit was carried out during November/December 2008 and a small number of procedural issues were recommended and have subsequently been implemented.

8. Background Papers

None.

9. Consultation

- 9.1 This report has been prepared in consultation with relevant Borough Council Officers, Clare Flanagan, Legal Services Manager and Jeanette Flitcroft, previous Acting Market Manager.
- 9.2 Representatives of the Redditch Branch of the National Market Traders' Federation

10. Author of Report

The author of this report is Terry Horne (Head of Operations) and Marya Davidson (Operational Support Manager) who can be contacted on extensions 3604 and 3605 respectively (e-mail terry.horne@redditchbc.gov.uk and marya.davidson@redditchbc.gov.uk) for more information.

11. Appendices

- Appendix 1 Redditch Open Air Market Regulations 2009/10.

REDDITCH OPEN AIR MARKET

MARKET REGULATIONS (2009 / 2010)

REDDITCH BOROUGH COUNCIL



www.redditchbc.gov.uk

Redditch Borough Council

**Environment and Planning Directorate
Operational Services
Crossgate Depot
Crossgate Road
Park Farm North
Redditch, Worcs
B97 7SN**

**Tel: 01527 64252
Mobile: 07880 838650**

Redditch Open Air Market Market Regulations (2009/2010)

These Regulations are provided in order to assist in the daily operational running of the Market, to support Redditch Borough Council's intention to provide a high quality shopping service to the public and to ensure that all Traders are treated in a fair and equitable manner. Where necessary, the Redditch Borough Council will invoke the Disciplinary Procedure against Traders who fail to adhere to the Regulations.

All Traders and their employees, representatives or guests, must comply with these Regulations and all relevant European, Central and Local Government legislations relating to their business. Redditch Borough Council reserves the right to permanently exclude Traders, their employees, representatives or guests, who have been convicted of, or formally cautioned for (1) offences relating to their trade or business on any market or in any shop; or (2) offences, which, in the opinion of the Redditch Borough Council, place users of the Market at risk from the presence of the Trader.

If any difficulty is encountered with reading or understanding any aspect of these Regulations, please ask the Market Services Co-ordinator for assistance.

1. DEFINITIONS:

In these Regulations the following words and expressions shall have the following meaning:-

'Market Authority'	means Redditch Borough Council
'Market'	means the Open Air Market, Market Walk, Market Place and Alcester Street, Redditch
'Regulations'	means Redditch Open Air Market Regulations (2009/2010) for the daily operation of Redditch Open Air Market
'Market Services Co-ordinator'	means the Market Authority's duly authorised representative
'Registered Trader'	means a Trader who has been allocated a specific stall(s) or pitch on specified days, for which he/she pays a regular monthly payment and are not in arrears with any such payments
'Casual Trader'	means a Trader who wishes to sell goods and attends with the expectation of being allocated a trading position for <u>that day only</u> , from the vacant positions which remain available after the Registered Traders' claim deadline
'Trader'	means any person authorised to sell goods in the Market, whether Registered or Casual
'Stall or Pitch'	includes standing bench, tabletop and ground space in the market used or intended to be used for the sale of goods
'Vehicle'	includes any mechanically propelled vehicle and any barrow, cart, handcart, truck, wagon or trailer
'Goods'	includes provisions, commodities and articles brought to the Market for the purposes of sale
'N.M.T.F.'	means National Market Trader Federation

2.0 GENERAL CONDITIONS:

2.1 Application to Trade

All Traders must register the following details with the Market Authority: their name(s), current address, vehicle details, Public Liability Insurance details, Employer's Liability Insurance details (if applicable), name(s) of employee(s) and/or representative(s) [whether or not employed by the Trader] and the nature of goods traded, as set out in the Trader's Registration Form.

Traders must notify the Market Authority immediately, in writing of any changes to these details.

2.2 Data Protection

Redditch Borough Council will use the information you provide on this form for the purpose of processing your application for a market stall. This Authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. Your personal information may be shared with Her Majesty's Inspector of Taxes as required under Section 18a of the Taxes Management Act 1970 and it could be shared as a result of a Court Order or Statutory Request. Under the 1998 Data Protection Act you have the right to view your personal information and have errors corrected. Please contact the Authority's Data Protection Officer on 01527 64252 ext 3193 for further information.

All Traders will be asked, on an annual basis, to check, sign and agree the accuracy of the personal information held by the Market Authority.

2.3 Application to become a Registered Trader

At the commencement of trading on Redditch Open Air Market, any new Trader will be accorded the same status as that of a Casual Trader. The following process will then take effect:

- Attendance by a Casual Trader will be entered into a Register
- Lettings will be made from the Casual List for each market day
- The priority for lettings will be decided by the number of previous attendances.
- After a minimum period of six calendar weeks of trading, a Casual Trader may, if he/she so wishes, apply to become a Registered Trader.
- A Registered Trader benefits from a reduced fee to that of a Casual Trader, with the added benefit of having a reserved stall in return for a regular commitment to occupy such stall or stalls on the days for which he/she has registered
- Before any Trader can operate on a registered basis, the Market Authority shall, at its discretion, reserve the right to carry out credit checks and request references.

2.4 Insurance / Indemnity

Before occupying a stall and trading on Redditch Open Air Market can take place all Traders shall hold a current Public Liability Insurance Policy with indemnity of at least £5,000,000. The Policy shall fully indemnify the Market Authority against any claim for damages in regard to negligence, howsoever arising, particularly when such a claim is attributable to the negligence or fault of the Trader or his/her employee(s) and/or representative(s). It is the Trader's responsibility to ensure he/she has Employer's Liability Insurance. The Market Authority does not accept liability for loss of or damage to a Trader's goods or property, howsoever it is caused.

Current Public Liability and Employer's Liability Insurance, where applicable, is required at all times.

Proof of valid insurance is to be provided to the Market Authority annually.

The Market Authority reserves the right for its Officers to conduct random checks on the validity of any Trader's Insurance Policies. If a Trader is not able to provide a valid Public Liability Insurance Policy, he/she will be suspended from trading immediately. Any Registered Trader will be charged stall fees for each day's trading lost until such time as Public Liability Insurance cover can be produced. It is the sole responsibility of every Trader to ensure that his/her Public Liability Insurance is current.

2.5 Behaviour / Conduct of Traders

Traders will be held fully responsible for their actions and those of their employees, representatives or guests.

The following behaviours are deemed to be unacceptable and will not be tolerated under any circumstances. This list is not exhaustive and includes:

- Use of violence of any kind
- Threats of violence
- Sexist, racist, foul or abusive language
- Defamatory remarks about the Market, other Traders or the Market Authority
- Bullying or intimidating behaviour
- Acts of dishonesty
- Acts of indecency
- Any act causing or likely to cause death or personal injury to person or persons
- Any act likely to bring the Market Authority into disrepute

The Market Authority reserves the right to refuse to allow any person, at any time, on a stall or pitch whose conduct has been deemed unacceptable by the Market Authority on these or other reasonable grounds.

Where a complaint about the conduct of a Trader or his/her employee, representative or guest is received, the Market Authority will notify the Trader of the nature of the complaint and will conduct an investigation. This will include an opportunity for the Trader complained against to make representations on his/her

own behalf / on behalf of his/her employee / representative / guest, in response to the complaint.

Where a minor incident has been complained of and a Trader(s) or their employee(s), representative(s) or guest(s) are found to have behaved in an unacceptable manner, the Disciplinary Procedure as set out at paragraph 9 below, will be invoked.

For allegations of serious misbehaviour, including threats of violence, threatening or racist behaviour, assault or theft, the Market Authority may suspend the Trader concerned immediately, in writing, before the investigation takes place. This investigation will include an opportunity for the Trader complained against to make representation concerning the complaint.

A Trader will be notified of the outcome of any investigation and, depending upon the findings, a Trader may be prohibited from trading on Redditch Open Air Market.

In addition to this procedure, where a criminal offence may have been committed, the complainant will be directed by the Market Authority to report the incident to the Police and the Market Authority may also refer the matter to the Police.

2.6 Employment of Children and Young Persons

All Traders must comply with the Children and Young Persons Act 1933 & 1963, the Education Acts 1944-48 and the Employment of Children Act 1973. A "child" is any person not over compulsory school age. "Employed" is extended to include any child who assists in a trade or occupation even where the child receives no monetary reward.

2.7 Alcohol

Redditch Town Centre has been designated an area where the consumption of intoxicating liquor in public is prohibited. Redditch Market is a public place and therefore the consumption of alcohol on the Market is not allowed.

2.8 Smoking Regulations

On July 1st, 2007, the 'Smoke-Free' law was introduced. It is now against the law to smoke in virtually all 'enclosed' and 'substantially enclosed' public areas and work places. Where a structure incorporates side panels which can be rolled down or attached, thereby rendering the structure enclosed or substantially enclosed, then the structure will be treated as though any such side panels were rolled down or attached, even when they are not in place. The legislation requires that where a structure can be enclosed, or substantially enclosed, it must be treated as such, and a market stall is, in the majority of cases, likely to be substantially enclosed and therefore subject to the regulations.

2.9 Animals

Traders and their employees shall not bring any live animals onto the Market, without prior consent of the Market Services Co-ordinator.

2.10 Statutory Requirements

All Traders and their employees, representatives or guests must comply with these Regulations and all relevant European, Central and Local Government legislation relating to their business

2.11 Nuisance

A Trader, or his/her employees or representatives or guests, must not create any undue noise, or play any music of an intrusive or obscene nature, or do anything which, in the opinion of the Market Services Co-ordinator, may cause a nuisance or annoyance to other Traders or members of the public.

Any music played must not be so loud as to be heard by members of the public, otherwise a licence must be obtained for the broadcast of musical works from the Performing Rights Society.

The use of amplification or public announcement equipment is to be at the discretion of the Market Services Co-ordinator.

The Market Authority will not allow the action of, or demonstration of, goods.

2.12 Nameplates/Identity

Traders in foodstuffs are required by law, to display their name and address conspicuously, on or about the stall. Other Traders must also display a sign, but only need to show their name. The Market Authority has a long standing agreement with the Redditch Market Traders' Association that, to alleviate the problem of undesirable persons having access to a Trader's private address, Traders need only display their name, followed by their NMTF membership number.

All NMTF Members must carry their NMTF membership card at all times and shall, at the request of the Market Services Co-ordinator, produce this on demand.

3. TRADING HOURS

Redditch Open Air Market trading hours are:

Monday, Tuesday, Thursday, Friday and Saturday - 9.00am to 4.00pm.

Registered Traders may conduct their business between 9.00am and 4.00pm.

Stalls must not be occupied before 5.30am and must be vacated by 6.00pm.

Traders must not begin to pack their goods away until 4.00pm

At the end of each trading day, the Market must be cleared of goods, rubbish and vehicles, including trailers and mobile units by 6.00pm

Where winter trading or weather conditions are particularly unfavourable, trading hours may be reduced, following consultation with and agreement by the Market Services Co-ordinator.

The Disciplinary Procedure, set out at article 11 below, will be invoked against any Traders found to be setting up, removing, or to have removed goods prior to the times stated.

The Market will be closed on Christmas Day, Boxing Day and New Year's Day.

Other trading days and Bank Holidays are at the discretion of the Market Authority.

4.0 VEHICLES

Entry to the Market will be via Peakman Street and Silver Street. Exit will be via the Market Walk/Silver Street service road towards the 'Traders Only' car park.

Local planning consent prohibits the movement of vehicles in the market area and states that:-

"No vehicles making deliveries/collections or trading shall enter or manoeuvre on the site between the hours of 0830 and 1600 on any day except in the case of the early closure of the Market at the request of the Market Services Co-ordinator. Such vehicles shall also not enter the site before 0530 on any day, or remain on site beyond 1800 on any day."

To this end, all Traders must remove their vehicles from the Market by 08.30am or immediately after unloading, if this is sooner, or at the request of the Market Services Co-ordinator. Vehicles are not allowed into the Market for Traders to load goods until 16.00pm. Only under exceptional circumstances and with the prior consent of the Market Services Co-ordinator, may vehicles be brought on to the market.

Any vehicle brought on outside these hours will be in direct contravention of this local planning consent and, in addition to any penalties imposed by the Enforcement Officers, the Market Authority may also invoke the disciplinary procedure.

Loading and unloading must be completed in the shortest time possible. Vehicles must be parked as close to stall(s) as possible so as to cause minimum obstruction to other vehicles, pedestrians and members of the general public. Vehicles must be removed immediately, if requested to do so by the Market Services Co-ordinator or a representative of the Emergency Services.

Any damage caused by the presence of a vehicle must be reported to the Market Services Co-ordinator without delay and any oil, or other spillage, must be removed immediately.

The filling or emptying of fuel tanks is strictly prohibited.

The speed limit on the Market and all the pedestrianised areas is 4 miles per hour. Reversing and manoeuvring, must be supervised by a responsible second person at all times

Parking on the service road or other areas, except the parking area provided, is strictly prohibited. Traders must use the 'Traders Only' Car Park, or find alternative parking. The Market Authority does not guarantee space in the Traders' Car Park; only one vehicle per trader will be permitted and the long term use of this facility is not assured and may be withdrawn from any Trader for abuse of these regulations.

5.0 STALLS

5.1 Occupancy

Registered Traders must occupy their permanently allocated stall(s) by 8.00am; stalls not occupied by this time will be allocated to Casual Traders unless the Registered Trader has notified the Market Services Co-ordinator that he/she is en-route to the Market, in which case a Registered Trader's stall will be held vacant until 8.15am after which time it may be allocated to a Casual Trader.

A Casual Trader cannot be removed from a stall(s) once allocated, even if the Registered Trader arrives later at the Market. The displaced Registered Trader will be offered an alternative stall(s) if available.

A Registered Trader will still be required to pay the stall fees for the stall even if it has been allocated to a Casual Trader due to the late arrival and failure to communicate with the Market Services Co-ordinator. Any Registered Trader who arrives after 8.15am will not be allowed to occupy any market stall, including his/her own stall and the fee(s) will still be payable.

Traders must ensure that they, or a responsible adult (aged 18+), who is able to act for and on behalf of the Trader, is in attendance on the stall at all times. Traders must notify the Market Authority of the names of all persons (paid or unpaid) on their stalls at any time and shall be responsible for the conduct of any such persons under these Regulations whilst they are on the Trader's stall

No Trader may occupy a stall, other than the allocated stall, without the permission of the Market Services Co-ordinator. Should any Trader do so he/she will be asked to remove their goods and leave the Market immediately and will not be allowed to trade that day.

The Market Services Co-ordinator will, where possible, ensure that there are at least three stalls between Traders selling the same or similar goods.

5.2 Daily Allocation

The Market Services Co-ordinator will allocate empty stalls to Casual Traders at 8.00 am each day. Empty stalls are normally given out on a 'seniority' basis using the information from the register of Casual Traders for the day, together with the relevant number of attendance credits, if any; i.e. the Casual Trader who has attended the Market for the longest, unbroken period of time will be considered first.

However, this rule may be varied if a Casual Trader wishes to sell goods which are not already represented on the Market that particular day and that Trader will be considered first and may be given priority.

5.3 Vacant Stalls

Stalls or pitches made vacant by termination of a regular reservation will normally be let as follows:

- By transfer to a Registered Trader upon relinquishing his/her current stall or pitch
- Where more than one Registered Trader applies, payment history, behaviour, length of service and attendance on the market, will be a deciding factor
- To the Casual Trader with the best attendance record.

Where a Trader who sells a 'specialist trade line' ceases to trade on Redditch Open Air Market, the Market Authority reserves the right to permanently allocate the same stalls to a Trader who sells the same or similar 'special trade line'. This is in order to maintain the diverse range of goods offered for sale on Redditch Open Air Market.

5.4 Partnerships

The right to trade on any particular stall / pitch is personal to the individual Registered Trader

When a stall is permanently allocated, a maximum of two persons may be named as the stallholders and they will have joint and several responsibility under these Regulations including any enforcement action taken under them.

If a sole Trader intends to form a trading partnership, then the Trader shall give the Market Authority at least one month's notice to terminate the existing registration and submit a new application for a joint registration at the same time.

5.5 Permanent Allocation of a Stall(s)

The permanent allocation of a stall(s) to a Trader relates exclusively to particular stall(s) which only entitles the Trader to occupy the stall for the purposes of trading on the Redditch Open Market and does not bestow any other rights or interest in the stall(s), on the Trader.

Only the Trader named on the Registration Form, or their employee or representative (whether paid employee or not) may occupy the stall allocated to the Trader.

No Trader has power to allow other person(s) to occupy their stall.

5.6 Stall Space

Traders may display goods on the areas for which they have paid a stall rent. Traders' wares must be confined to the framework of the actual table top 10 ft x 4 ft (3.05m x 1.22m) and under the table top. Traders will also be allowed to display goods one metre from the foot of the stall to the front and side, where space permits. This will be marked out by black marking paint. Any goods which are hung from the stall must be displayed in such a manner as to present no risk to the public. Build-outs will not be permitted and any attachments must be within the confines of the stall and agreed by the Market Services Co-ordinator.

For a further additional fee, Registered Traders may request permission from the on-site Market Services Co-ordinator to spread goods to one empty stall. A stall will be deemed 'empty' if it has not been allocated to a Trader by 08.30am on the day of trading. Permission to spread goods will only be given if no objections are raised by other Registered Traders and will be conditional upon payment of a fee equal to 10% of the Registered Trader rate for the relevant day, rounded to the nearest 50p.

Only Registered Traders will be permitted to spread goods to a maximum of one adjacent empty stall per day at the discounted rate.

Where a Registered Trader has previously held two or more stalls and reduces the number held, they will not be permitted to use an adjacent empty stall for a period of six months following the reduction in number of stalls they are registered to trade from, except on payment of the full casual rent for that stall.

6.0 TRADE LINES:

All applications for a stall(s) on the Market must include full details of goods to be sold on the stall.

Where Traders indicate on their application form that it is their intention to sell 'fancy' or 'household' goods, they shall be required to list the type or kind of article to be offered for sale.

Changes or additions to existing lines requires prior written consent from the Market Authority and provided any amendment or addition is in the same general category as the goods applied for, this consent will not be unreasonably withheld.

Traders may be asked to remove goods which were not included in the original or amended application.

Redditch Open Air Market is not a single line market and encourages healthy competition. The Market Authority reserves the right to allocate any available stall or pitch without regard to the lines being sold by Traders in adjacent stalls or pitches.

7.0 GOODS:

7.1 Goods Sold

The Market Authority reserves the right to control the type of goods permitted to be sold and will not agree to the sale of cigarettes, tobacco, animals (domestic or otherwise), fireworks, firearms, offensive weapons (or replicas of the same), or laser pens.

No items of a sectarian nature or items which could encourage or assist the taking of illegal substances may be sold.

It is an offence to sell counterfeit goods (e.g. clothing, perfume, aftershave, computer software, CDs, DVDs, VHS/audio tapes) and should the Market Authority be notified by the Trading Standards Authority that a Trader has been found to have sold counterfeit goods then they may be suspended from the Market and prohibited from further trading on the Market.

7.2 Scales

Scales used for the weighing of loose goods must be place on a solid surface and be clearly visible at all times to members of the public

Traders must allow Officers from Trading Standards to test and inspect the accuracy of the scales being used.

8.0 PAYMENT AND NON-PAYMENT OF FEES

8.1 Registered Traders

The fees are due by 11.00 am on the 25th day of the month to which they relate and must be paid by cheque to the Market Services Co-ordinator.

Registered Traders wishing to pay their monthly fee by cash must take their invoice and cash to the cashiers' desk at the Town Hall by the due date and time.

Alternatively, Traders may pay the daily rate to the Market Services Co-ordinator, who will give the Trader a signed and dated receipt for the sum paid

Should a Trader fail to pay the fees due, he/she will be instructed to cease trading, remove their goods and leave the Market immediately.

If monthly fees are not paid, then the charges for any subsequent day's trading will be at the Casual rate. Seven days' written demand for payment and notice of termination of the stall agreement will be given to a defaulting Registered Trader during which time the outstanding fees must be paid or the authorisation will cease.

Traders will not be allowed to trade again, as a Casual Trader, until all outstanding fees have been paid in full.

If outstanding fees are not paid within seven days, the Market Authority will raise an invoice for the outstanding amount through its Debt Recovery Team and direct them to pursue payment.

The responsibility for paying fees lies with the Trader, whether or not they are demanded by the Market Authority.

8.2 Casual / New Traders

Casual and New Trader's fees are payable, in cash, to the Market Services Co-ordinator, on the day of trading, before trading commences.

The Market Services Co-ordinator will issue a signed and dated receipt for the sum paid.

9.0 DISCOUNTS

9.1 New Trader Incentive

A 'New Trader' to Redditch Open Air Market is an individual who has not booked a stall on Redditch Open Air Market at any point in the preceding 18 months (whether or not they actually traded), and whose spouse / partner / business partner has not booked a stall on Redditch Open Air Market at any point in the preceding 18 months (whether or not they actually traded).

The discount for New Traders only applies from the 1st of January to the 30th of September of any year and is limited to one stall per Trader per day and where the Trader has given notice of stall requirements before the end of the working day immediately preceding the requested day of trading. To qualify for the discount on a Saturday, the Trader must have traded on at least one day in the four trading days immediately preceding the Saturday in question.

The discounted period lasts for six calendar weeks commencing on the first day that the Trader books to trade at Redditch Open Air Market, whether or not they actually trade. For the first two calendar weeks of the discounted period, a flat fee will be payable of £7.50 on weekdays, or £12.50 on Saturdays. For weeks three to six of the discounted period, a fee of 50% of the applicable Casual Trader fee for the relevant day of trading and stall type will be payable

9.2 Charitable / Not For Profit Organisations

The Head of Service may allocate up to two stalls per day free of charge to charitable / 'not for profit' organisations when stalls are not required by Registered or Casual Traders. Charities will be bound by all other Market Rules and Regulations including evidence of Public Liability Insurance.

9.3 Disruption

The Market Authority may alter the position or alignment of stalls or pitches either temporarily or permanently if, in the opinion of the Authority, such alterations are beneficial to the market or to accommodate installation, repairs or reinstatement of services, roadways, public access walkways etc. In cases where significant disruption to trading is experienced, the Head of Service has been given delegated authority to apply up to a maximum 50% discount of the otherwise applicable fee as determined by the Head of Service.

9.4 Cancelled Market

The calling of non-trading days and adverse weather conditions will be initiated by the Market Services Co-ordinator at 6.30am under the following circumstances:

- A Met Office Severe Weather warning has been issued covering Redditch for any part of the trading day
- Snow cover on the Market, with a Met Office forecast of no thaw;

A decision made early enough in the day to minimise disruption and inconvenience to Traders may sometimes lead to the Market being cancelled when the weather is not as severe as that forecast, or should the weather conditions improve. In this instance, credits will be given to Registered Traders.

Conversely, after an early decision that weather conditions are suitable for trading, the weather may deteriorate and lead to Traders setting up stalls and commencing to trade only to find that conditions quickly become unsuitable for trading. In these conditions the Market Services Co-ordinator may make the decision to:

- Abandon the market on that particular day; or
- Speak with the Traders and allow those who want to abandon, to leave and to allow those who wish to continue trading to stay.

In the first instance, Traders will cease trading, pack up and go and a credit will be given for that day to those Traders who are in actual attendance on the Market.

In the second instance, Traders who pack up and go will be given a credit, those who continue trading will not.

10.0 SCALE OF CHARGES

The Market Authority will review all fees and charges on an annual basis and will normally implement revised charges in April each year. Where possible, the Market Authority will provide traders with 28 days' notice of any / all price changes.

Fees and Charges as from April 1, 2009:

	2009/10
	£
<u>Outdoor Market Rents (VAT exempt)</u>	
Registered Traders	
- Stall or flower pitch - includes electricity charge for lighting only	
Monday	14.00
Tuesday	15.45
Thursday and Friday	15.90
Saturday	24.40
Casual Trader -	
- Stall or flower pitch - includes electricity charge for lighting only	
Monday	18.10
Tuesday	20.10
Thursday and Friday	20.75
Saturday	31.80
Registered Van Pitch or food trailer	
- with full electricity supply	
Monday	26.95
Tuesday	29.40
Thursday and Friday	30.65
Saturday	37.45
Casual Van Pitch or food trailer	
- with full electricity supply	
Monday	35.10
Tuesday	38.30
Thursday and Friday	39.90
Saturday	48.70

Seasonal discounts for all registered stall holders/licensed van pitches will be applied at the rate of 15% in January, February and March to all the above rents.

Any trader occupying a stall for which he/she is not registered on that day is by definition a Casual Trader and will pay the appropriate casual fee for that day. However, a Registered Trader taking additional stalls on a day he/she is currently registered will be charged the registered fee for any extra stalls.

11.0 DISCIPLINARY PROCEDURE

Market Traders and/or their employees, representatives or guests for whose conduct the Trader is responsible, who breach any of the Market Rules or Regulations, will receive a written notification of the breach and will be invited to make any representations in relation to the breach.

The written notification and any subsequent confirmation of the breach as a result of any representation received from the Trader, will remain on file for a period of 52 weeks.

In the event of a second breach of the Market Rules or Regulations within this 52 week period, the Trader will again be notified of the breach and invited to make representations in relation to it.

If a second breach is established, the Trader will be suspended from trading on the Market for a period of not less than 1 week and not more than 1 month.

Should a Trader breach the Market Rules or Regulations on a third occasion within the 52 week period of the first written notification, the Trader will have his/her registration cancelled and not be permitted to trade on the Council's Market in the future.

If, in the opinion of the Market Services Co-ordinator, a Trader and/or his/her employees, representatives or guests have caused, permitted or become involved in serious misbehaviour, including threats of violence, threatening or racist behaviour, assault or theft, or has been convicted of a serious criminal offence, the Market Authority may suspend the Trader concerned immediately from attending the Market.

The Trader will be given an opportunity to make representations in relation to the alleged conduct / conviction and if the Market Authority determines that the nature of the behaviour is so serious as to justify termination of the Trader's registration, written notification of termination will be given to the Trader.

Charges will be levied during any period of suspension at the same rate as if the Trader had attended the Market, whether his/her reserved stall is temporarily reallocated or not.

12.0 REMOVAL OF REFUSE

All Traders are responsible for maintaining, free from refuse and in a clean condition, the pitch and area immediately adjacent and underneath the stall throughout the trading day and shall leave this area clean before departure from the Market.

Traders will be issued with a single black refuse sack each trading day and at the end of the day will tie the sack and leave it on the stall for the cleansing crew to collect. Cardboard should not be placed in the black sacks. Traders are responsible for taking the cardboard to the special container provided, located near to the Traders' car park, or take it home.

Traders are reminded that only 1 sack of refuse generated from their day's trading activities at Redditch Open Air Market will be removed by cleansing staff.

It is a breach of these Regulations to leave more than one sack of refuse on any one day.

Any additional refuse left will be charged at the full commercial rate.

Traders who generate excess waste should enter into a Trade Waste Agreement with a commercial waste carrier.

13.0 ATTENDANCE / ABSENCE

All Registered Traders must be present on the pitch / stall for a minimum of 50% of the trading day, each day. Other operating times may be covered by a named responsible adult person (aged 18+), who is able to act for and on behalf of the Trader whether or not they are employed by the Trader.

When a Registered Trader does not use his/her stall / pitch, full rent will be payable for each stall / pitch not occupied. If a Registered Trader does not use his/her stall / pitch for four consecutive weekdays, (e.g. four successive Tuesdays) they automatically lose the right to a permanently allocated stall / pitch.

The Trader will not be allowed to trade again, even as a Casual Trader, until he/she has paid any outstanding fees. If a Registered Trader has six unauthorised absences of the same weekday (e.g. six Tuesdays) in any six month period, the Market Authority will terminate the Trader's registration.

A Medical Certificate must support absences due to sickness extending beyond one week. In situations where long term absence, i.e. a period of over 4 weeks, of a Trader is necessitated through illness and where appropriate certification is provided, the Market Authority will consider waiving fees in the light of individual circumstances.

Other absences must be notified to the Market Services Co-ordinator at least one week in advance, unless exceptional circumstances exist.

14.0 STALL PRESENTATION

Stall, mobile and van display should present a creative and professional image of both Redditch Open Air Market and the products concerned. The Market Authority wish to maintain an attractive appearance to the Market for the benefit of creating and maintaining an active and vibrant market; the appearance of mobiles / vans must be neat and tidy and they must be regularly cleaned. Stall display of goods for sale should be attractive and tidy. If, in the opinion of the Market Services Co-ordinator, this falls below standard, the Trader will be asked to improve the appearance.

Boxes, empty or full, and rubbish must be kept out of sight under the stalls at all times. Excess amounts of rubbish must be taken to the designated point.

Traders are encouraged to use material board covers. Traders must ensure that side and rear sheets covering are either colourless and transparent or green and white stripes as per the stall canopies.

Failure to comply with any reasonable request is a breach of the Regulations and may result in disciplinary action as set out in paragraph 9 above, being taken against the Trader concerned.

15.0 TERMINATION OF REGISTRATION

Traders may terminate their registration, at any time, by giving the Market Authority one month's notice in writing.

16.0 AMENDMENTS

The Head of Service, in consultation with the Portfolio Holder, is empowered to alter or vary these Rules and Regulations if it is in the general interest of the Market to do so.

Executive Committee

No Direct Ward Relevance

16 September 2009

ARROW VALLEY COUNTRYSIDE CENTRE – INSTALLATION OF BUS STOP

(Report of the Head of Leisure and Arts)

1. Summary of Proposals

To consider a proposal for the provision of a bus stop and connecting footpath from Battens Drive to Arrow Valley Countryside Centre.

2. Recommendations

The Committee is asked to RECOMMEND that

approval be given for the allocation of the sum of £10,245.00 for the provision of a bus stop and connecting footpath from Battens Drive to Arrow Valley Countryside Centre within the Capital Programme; and

to RESOLVE that, if approved,

approval be given to incur up to the expenditure detailed above, in accordance with Standing Order 41.

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

Financial

The total budget for ground works with a Flag and Pole bus stop configuration £10,245.00

A small addition to the existing Capital Landscaping Project cost would be allocated to carry out minor soft landscaping works

Legal

There is no statutory requirement for the Borough to provide the additional bus stop or the associated footpath

Policy

No Policy Implications have been identified.

Risk

The Council can not compel the operators to continue with a service in the long term. Withdraw of service by the operators would make the investment redundant, however the facility has the potential assist in providing a bespoke service for special events.

Sustainability / Environmental

- 3.6 Potential decrease in private vehicle accessing the park by providing an alternative public transport option.

Report**4. Background**

- 4.1 During 2008 and 2009 requests were received by the County Council from Redditch Borough Council's Overview and Scrutiny Committee and Councillor Juliet Brunner to consider a bus stop to serve the Arrow Valley Country Park. An initial assessment was carried out during 2008, which identified safety concerns in relation to the position of a bus stop on Battens Drive adjacent to the entrance to the Country Park, due to the fact that there is no footway to enable those passengers alighting at the stop to walk from the stop to the Countryside Centre. (The view was expressed that passengers alighting from the bus would walk in the roadway, which we can not sanction).
- 4.2 Mr. Chris Wilson, Project and Appraisal Officer in the Integrated Passenger Transport Department at Worcestershire County Council has confirmed that the County Council will support a bus stop on Battens Drive on the Country Park side of the road, providing a suitable footway can be provided to link the bus stop to existing footways inside the park. The County Council does not consider a bus stop on the side opposite the Country Park to be viable.

5. Key Issues

- 5.1 Officers have received confirmation from the Project and Appraisal Officer in the Integrated Passenger Transport Department at Worcestershire County Council, that the new proposed stop will be serviced by the existing Hardings 60, hourly service and the new First 52 hourly, off peak service.
- 5.2 The two services will observe the new stop operating in a northerly direction towards the Coventry Highway Island.
- 5.3 The two services will operate a total of 20 services per day (Monday to Saturday).

Executive Committee

16 September 2009

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- 5.4 Estimates received for a 48m x 2m wide footpath and a bus stop area 5m x 3m wide at £9,795.00 (including a 10% contingency)
 - 5.5 Estimates received for a post mounted Bus Stop with Flag sign, at £450.00
 - 5.6 The soft landscaping required to enable the upkeep of the proposed new footpath and stop would require a small addition to the existing Capital Landscaping Project being undertake at the Battens Drive entrance to the Centre

6. Other Implications

- Asset Management - The existing revenue budget of £12,500.00 for the repair and maintenance may need to be increased accordingly, if an accompanying shelter is provided.
- Community Safety - Worcestershire County Council have confirmed that pedestrian accidents have occurred in this vicinity and the lack of a bus stop facility does create congestion issues at large events.
- Human Resources - None identified.
- Social Exclusion - The provision of a regular public transport link to the Countryside Centre will afford access to residents with limited or no means of transportation. This provision will aid in removing one of the associated barriers to participation from hard to reach groups. The proposal also supports the Councils decision to subsidise bus travel for the 60 plus age group.
- Sustainability/
Environmental - Potential decrease in private vehicle accessing the park by providing an alternative public transport option. Public transport is a more efficient way of reducing the boroughs carbon output

Executive

Committee

16 September 2009

7. Lessons Learnt

The Project and Appraisal Officer in the Integrated Passenger Transport Department at Worcestershire County Council will not provide the funding for the footpath or stop. If Redditch Borough Council provide the stop and connecting footpath then the service mentioned will service the stop as part of route.

8. Background Papers

No background papers are listed.

9. Consultation

Consultation has taken place with relevant Borough Council Officers and the Arrow Valley Country Park User Forum whom support the bus stop provision for the site

Consultation has taken place with relevant Borough Planning Officers and they have confirmed that planning permission is not required for this type of proposed stop

Overview and Scrutiny Committee have debated the provision of a bus stop to serve the Arrow Valley Country Park.

10. Author of Report

The author of this report is Ray Cooke (Leisure Service Manager), who can be contacted on extension 3248 (email: ray.cooke@redditchbc.gov.uk) for more information.

11. Appendices

Appendix 1 - Proposed Site Plan (To follow)



Executive Committee

No direct Ward relevance

16th September 2009

ACTION MONITORING

(Report of the Chief Executive)

Portfolio Holder(s) / Responsible Officer	Action requested	Status
13 January 2009		
	Third Sector Task and Finish Group	
Cllr Gandy A Heighway	1) Discussions to be held with other local authorities in the north of the County in respect of the provision of a joint-funded post to support the grants process.	Discussions to be arranged.
Cllr Gandy / Executive Committee	2) The Executive to consider the further work to be undertaken (detailed in recommendation 5) and come back with suggestions for further work in due course.	Awaiting further consideration by relevant Members.
22 April 2009		
Cllr MacMillan/ Ruth Bamford	Action Monitoring – Economic Advisory Panel Economic Development Strategy - Visits to Redditch businesses being arranged.	

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1 July 2009		
Cllr Braley / C MacMillan A Rutt / R Bamford	Delegation to Officers – Enforcement Powers Officers undertook to propose arrangements, prior to Council, so as to take account of Members’ ward interests and matters of potential wider interest in respect of the additions to the Scheme of Delegation	Report submitted to Council on 27th July – not subsequently resolved upon. Being resubmitted to Council on 14th September.
Cllr Braley E Storer	Corporate Sickness Statistics Members suggested minor amendments to the recording method for sickness absence, proposing that the “No Reason” category might be termed “Other” and that there be a more explicit breakdown of the work-related and non-work related absences due to “Bones, Joints and Fractures”.)	
22 July 2009		
Cllr B Clayton/ L Tompkin	Council Flat Communal Cleaning Review - Final Report Officers to provide an estimated service charge for cleaning communal areas to be used when consulting residents.	
Cllr Braley/ A Marklew	Corporate Identity – Revisions Officers to investigate the cost implications of a change of logo.	

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Cllr Braley/ T Kristunas / E Storer	Staff Vacancy and Sickness Absence Reporting Members noted the lack of reporting of staff vacancies and sickness absence figures. Staff Vacancy and Sickness Absence reports to be submitted to the next meeting.	
12 August 2009		
Cllr MacMillan / C Wilson	Worcestershire Land Drainage Protocol A letter was to be sent on behalf of the Committee to Worcestershire County Council outlining Members' concern that the cleansing of highways gullies be treated as a matter of urgency given the potential impact on flood prevention on a failure to maintain these assets.	
Cllr B Clayton / S Mullins	Church Hill District Centre – Redevelopment Update Officers undertook to provide a formal legal response to Members' questions in respect of the transfers of land to and from Worcestershire County Council.	
Cllr Braley / A Heighway	Quarterly Performance Monitoring April 2008 – March 2009 Officers undertook to provide Councillor Hicks with an explanation for the performance recorded in respect of Performance indicator BV205.	
Cllr B Clayton / C Wilson	Maintenance of Unadopted Paved Areas Officers undertook to provide clarification to Members as to the actual extent of hard paved area to be maintained by the Borough Council, given the doubt expressed at the figure quoted within the report.	Clarification provided by Officers.
Cllr Braley / E Storer	Corporate Sickness Statistics Officers undertook to investigate whether	

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	there were national statistics available to use as comparators to those generated locally within the authority.	
26 August 2009		
Cllr B Clayton / L Tompkin	Older Person's Housing And Support Strategy - My Home, My Future, My Choice Officers were requested to arrange a visit for Members to all the Council's Sheltered Housing Schemes as part of the consultation process.	
Cllr M Braley / S Mullins	Governance Arrangements - Adoption Of Written Member Roles Officers were requested to amend the Members' Roles, detailed in Appendix 1 to the report, as suggested.)	
Cllr M Braley / J Smith	Irrecoverable Debts - Market Kiosks Officers to investigate whether the information in Appendix 2 of the report could be made available to the public	
<u>Note:</u>	<i>No further debate should be held on the above matters or substantive decisions taken, without further report OR unless urgency requirements are met.</i>	Report period: 13/01/09 to 26/08/09

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