

Executive Committee

Wed 18th Nov
2009
7.00 pm

Committee Room 2
Town Hall
Redditch



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- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:
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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
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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

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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

18th November 2009

7.00 pm

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</p> <p>2 any other relevant announcements.</p> <p>(Oral report)</p>
<p>4. Minutes (Pages 1 - 18) Chief Executive</p>	<p>To confirm as a correct record the minutes of the meetings of the Executive Committee held on 7th and 28th October 2009.</p> <p>(Minutes attached)</p>
<p>5. Chargeable Waste Collection - Business Case (Pages 19 - 42) Head of Environment</p>	<p>To consider the Business Case for a Chargeable Waste Collection.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>6. Community Ownership or Management of Assets - Policy and Procedure Head of Legal, Democratic and Property Services</p>	<p>To consider the adoption of a policy and procedure for community ownership or management of assets.</p> <p>(Report to follow)</p> <p>(No Specific Ward Relevance)</p>

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<p>7. Quarterly Performance Monitoring - Quarter 2 - July to September 2009</p> <p>(Pages 43 - 54)</p> <p>Head of Strategy and Partnerships</p>	<p>To consider a report which provides a view on aspects of the Council's overall performance and an opportunity to view the Council's performance for Quarter 2 of the 2009/10 financial year and to comment on it.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>8. Quarterly Budget Monitoring - Quarter 2 - July to September 2009</p> <p>(Pages 55 - 68)</p> <p>Head of Financial Revenues and Benefit Services</p>	<p>To provide Members with an overview of the budget, including the achievement of approved savings as at the end of the second quarter 2009/10.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>9. Benefits Service Improvement Plan Monitoring - Quarter 2, June - September 2009</p> <p>Head of Financial Revenues and Benefit Services</p>	<p>To advise Members of actual performance during Quarter 2 of the Improvement Plan.</p> <p>(Report to follow)</p> <p>All Wards</p>
<p>10. Quarterly Monitoring of Formal Complaints and Compliments - Quarter 2, June - September 2009</p> <p>(Pages 69 - 86)</p> <p>Head of Strategy and Partnerships, Head of Customer and IT Services</p>	<p>To consider a report which provides a view on aspects of the Council's Formal Complaints Procedure, the compliments recorded during the same period and the Ombudsman 'Annual Review 2008/09.</p> <p>(Report attached. Coloured copies of the Appendices are available on the website.)</p> <p>All Wards</p>
<p>11. Revenue and Capital Bids 2009/10 to 2012/13</p> <p>(Pages 87 - 112)</p> <p>Head of Financial Revenues and Benefit Services</p>	<p>To consider a number of revenue and capital bids for the financial years 2009/10 to 2012/13 subject to the availability of resources.</p> <p>(Report attached)</p> <p>All Wards</p>

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<p>12. Church Hill Centre - Redevelopment Update</p> <p>Head of Legal, Democratic and Property Services</p>	<p>To update Members on the numbers of “Expressions of Interest” expressed to the Council at the first stage.</p> <p>(Report to follow)</p> <p>(Church Hill Ward)</p>
<p>13. Woodrow Library Project</p> <p>(Pages 113 - 118)</p> <p>Head of Customer and IT Services</p>	<p>To consider the co-location of Woodrow One Stop Shop in Woodrow Library as part of a capital project being proposed by Worcestershire County Council.</p> <p>(Report attached)</p> <p>(Greenlands Ward)</p>
<p>14. Overview and Scrutiny Committee</p> <p>(Pages 119 - 130)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 14th October 2009.</p> <p>There are no recommendations to consider.</p> <p>(Minutes attached)</p>
<p>15. 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>16. Advisory Panels - update report</p> <p>(Pages 131 - 134)</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 attached)</p>
<p>17. Action Monitoring</p> <p>(Pages 135 - 140)</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>

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18. Exclusion of the Public	<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 (<i>to be specified</i>) of Part 1 of Schedule 12 (A) of the said Act, as amended.”</p>
19. Confidential Minutes / Referrals (if any)	To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).



Executive Committee

7th October 2009

Minutes

Present:

Councillor Michael Braley (Vice-Chair) and Councillors P Anderson, J Brunner, W Hartnett, N Hicks, C MacMillan and M Shurmer

Officers:

J Bough, M Bough, J Braithwaite, S Hanley, R Kindon, S Mullins, G Revans, A Rutt and P Wilkins

Committee Services Officer:

I Westmore

141. APOLOGIES

Apologies for absence were received on behalf of Councillors B Clayton and Gandy.

142. DECLARATIONS OF INTEREST

Councillor Anderson declared a personal and prejudicial interest in Item 11 (Minutes / Referrals - Urgent Recommendation from the Grants Panel) as detailed separately at Minute 151 below.

143. LEADER'S ANNOUNCEMENTS

The Chair advised that the following items of business, scheduled on the Forward Plan to be dealt with at this meeting, had been rescheduled to a later meeting:

- Energy Strategy
- Easemore Road Community House – Options Appraisal

The Chair also advised that he had accepted the following matters as Urgent Business:

Item 5 - Overview and Scrutiny Committee referral in respect of the Joint Municipal Waste Strategy;

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Chair

Item 11 - Minutes / Referrals – Urgent Recommendation from the Grants Panel in respect of the grant application from the Caribbean Roots Connection; and

Item 15 - REDI Centre – Leasing Options

(Not meeting the publication deadline)

144. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 12th and 26th August 2009 be confirmed as a correct record and signed by the Chair.

145. JOINT MUNICIPAL WASTE STRATEGY

The meeting considered the revised Joint Municipal Waste Management Strategy for Herefordshire and Worcestershire. The key changes had been outlined at a special meeting of the Overview and Scrutiny Committee the previous week to which all Members had been invited.

The Committee was content to endorse the recommendations within the report aside from reservations over the possible collection of garden waste at some future date. Members remained to be convinced that this was going to provide an environmental benefit. It was conceded by Officers that the case for garden waste collection still needed to be made, although the benefits in terms of recycling rates were apparent and the need to redirect waste from landfill was pressing. It was noted that the Strategy did not commit the Council to the introduction of garden waste collection.

The Committee discussed the future direction of waste collection services within the County. It was noted that the direction of travel was towards increasing harmonisation of service provision with the possibility of significant cost savings to be made for disposal if not the collection of waste.

RECOMMENDED that:

- 1) the Council endorses the reviewed Joint Municipal Waste Management Strategy and agrees the adoption of the revised Strategy for Herefordshire and Worcestershire, subject to full consideration of the business case for the collection of garden waste;**

- 2) the Council requests that the County Council provides Worcestershire District Councils with suitable financial support to better enable the authorities to work jointly toward the goals set in the JMWMS. The Head of Environment be delegated responsibility to undertake such negotiations in consultation with the Portfolio Holder for Housing, Local Environment and Health;
- 3) the Council requests that Worcestershire County Council work with the District Councils to identify any efficiency savings on waste collection and disposal that arise from the revised JMWMS that can be shared amongst the Partners;
- 4) the Council thank the drafting team of Richard Woodward (Worcestershire County Council), Kenton Vigus (Herefordshire Council) and Sue Horrobin (Redditch Borough Council) for their work producing this document and Bobbie Ashby (Redditch Borough Council) for her graphic design work on both the questionnaire and the final Headline Strategy document.

146. DISABLED FACILITIES GRANT AND THE LIFETIME GRANT

The Committee received a report setting out the expenditure for the current year for the Disabled Facilities Grant and the Lifetime Grants provided by the Council to elderly and disabled homeowners. The report highlighted the benefits of reallocating a proportion of the Lifetime Grant funding to the money available for the Disabled Facilities Grant as there was projected to be an underspend on the former and an overspend on the latter.

Members recognised the tremendous benefits of these services both in terms of allowing individuals to live independently and, consequently, as an example of spending to save over the longer term. The Committee was reassured that the reallocation of funds would not disadvantage grant recipients and also that the service worked hard, in concert with the Occupational Therapy service, to ensure that the Council achieved value for money from the adaptations that were carried out.

Officers undertook to provide a written response to Members in respect of the use, if any, that the Council made of second hand equipment, particularly stairlifts.

The Chair proposed that the investigation of possible actions to reduce the Priority waiting list be referred to the Overview and Scrutiny Committee.

RESOLVED that

- 1) the contents of the report relating to budget spend for the Disabled Facilities Grant and Lifetime Grant for 2009/10 be noted; and

RECOMMENDED that

- 2) a re-allocation of funding in the sum of £50,000 from the existing Lifetime Grant capital funding for 2009/10, to the Disabled Facilities Grant funding be approved.

147. PLANNING APPLICATION REQUIREMENTS - NATIONAL CHANGES

The Committee considered the suggested Council response to the Communities and Local Government (CLG) consultation 'Streamlining information requirements for planning applications' as prepared by Officers.

RESOLVED that

the response at Appendix 2 to Communities and Local Government regarding the consultation document 'Streamlining information requirements for planning applications' be endorsed and submitted.

148. PUBLICATION OF PLANNING APPLICATIONS - CONSULTATION

The Committee considered the suggested Council response to the CLG consultation 'Publicity for Planning Applications' as compiled by Officers. Members were supportive of the proposals and recognised that there was no ideal solution to publication. It was noted that the cost savings accruing could be reinvested in other means of publication. To this end, Officers were asked to consider a slight expansion of the circulation of notifications of planning applications should these new measures come into effect.

RESOLVED that

the response at Appendix 2 to Communities and Local Government regarding the consultation document 'Publicity for Planning Applications' be endorsed and submitted.

149. INCREASED PERMITTED DEVELOPMENT RIGHTS

Members considered the suggested Council response to the CLG consultation 'Improving Permitted Development' as compiled by Officers.

Officers had detailed a number of concerns in their response to this consultation for reasons including a lack of clarity and the difficulty of enforcing what was proposed. It was suggested that the implications of the proposals contained within the consultation paper would be greater for communities with a greater proportion of older buildings. A possible reduction in the level of consultation with those affected by permitted developments was highlighted as a further cause for concern.

RESOLVED that

the response at Appendix 2 to Communities and Local Government regarding the consultation document 'Improving Permitted Development' be endorsed and submitted.

150. IRRECOVERABLE DEBTS

The Committee considered a report requesting that 17 cases of irrecoverable debt amounting to £47,922.19 be written off.

Members were concerned that a number of the debts that they were being asked to write off were long-standing. Officers were able to reassure the Committee that tenants were contacted as soon as rent arrears were present. It was stated that repayment plans were established where appropriate although the implications of seeking Court Orders on the possibility of reviewing such schedules was acknowledged.

It was noted that the Portfolio Holder had requested a briefing for Members on the processes involved in the recovery and write off of debts relating to the Council's property.

RESOLVED that

the debts totalling £47,922.19 as detailed in the Schedule attached to the report be written off as irrecoverable.

(During the consideration of this item, Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to move to exclude the press and public prior to any debate on the grounds that information would be revealed concerning the personal details of individuals.

There is nothing exempt, however, in this record of the proceedings.)

151. MINUTES / REFERRALS - URGENT RECOMMENDATION FROM THE GRANTS PANEL

The Committee received an urgent referral from the Grants Panel, a request for funding from a voluntary sector organisation for a cultural event in the town. The money available to fund the event comprised funds left from 2008/09, which was originally allocated to MECA but subsequently retained by the Council following the demise of that group. The funding request under consideration required a decision prior to the meeting of the Committee at which it was intended to consider the allocation of funds to all Groups who had applied.

(During the consideration of this item, Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to move to exclude the press and public prior to any debate on the grounds that information would be revealed in respect of the financial or business affairs of other organisations, including the authority holding that information.)

(Prior to consideration of this item, and in accordance with the requirements of Section 81 of the Local Government Act 2000, Councillor Anderson declared a personal and prejudicial interests in view of his involvement in a local voluntary sector organisation, and withdrew from the meeting.)

152. ADVISORY PANELS - UPDATE REPORT

Members considered an update report on the Council's advisory Panels, Working Groups and similar bodies. It was noted that there was to be a meeting of the Planning Advisory panel on Tuesday, 20th October 2009, to which all Members would be invited, at which an update on the Regional Spatial Strategy would be provided.

RESOLVED that

the report be noted.

153. ACTION MONITORING

Members noted the Action Monitoring Sheet.

154. EXCLUSION OF THE PUBLIC

RESOLVED 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 matters on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1, 2 and 3 of Part 1 of Schedule 12 (A) of the said Act, as amended.

Irrecoverable Debts (as detailed at Minute 150 above);

Minutes / Referrals – Urgent Recommendation from the Grants Panel (as detailed at Minute 151 above); and

REDI Centre – Leasing Proposals (as detailed at Minute 155 below).

155. REDI CENTRE - LEASING OPTIONS

The Committee considered a report which set out a number of options for leasing the REDI Centre building. Following the decision taken previously that an alternative provider be sought for the services at the REDI Centre the current report was seeking to provide certainty to providers as to the nature of the lease they would be expected to take on should they be selected through the tendering exercise.

It was established that the REDI Centre Trust was still nominally in existence but had no building from which to operate and so was not considered to be a significant factor in the leasing of the Centre. It was confirmed that the building was in need of some remedial works before it could again be used to provide a service. Officers explained that the repairs required to be carried out would be a condition on the lease.

Officers undertook to provide Councillor Hartnett with an estimate of the capital value of the property following the meeting.

(During the consideration of this item, Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to move to exclude the press and public prior to any debate on the grounds that information would be revealed which could reveal provisional terms of land disposal subject to negotiation which may affect the Council's bargaining position with prospective tenants.)

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted



Executive Committee

28th October 2009

MINUTES

Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors P Anderson, J Brunner, B Clayton, W Hartnett, N Hicks and M Shurmer

Also Present:

Councillor P Mould (Chair – Overview and Scrutiny Committee)

Officers:

K Dicks, S Hanley, A Heighway, E Hopkins, T Kristunas, S Mullins, J Staniland, L Tompkin and A Walsh

Committee Services Officer:

D Sunman

156. APOLOGIES

Apologies for absence were received on behalf of Councillor C MacMillan.

157. DECLARATIONS OF INTEREST

There were no declarations of interest.

158. LEADER'S ANNOUNCEMENTS

The Chair advised that the following items of business, scheduled on the Forward Plan to be dealt with at this meeting, had been rescheduled to a later meeting:

- Business Centre Review
- Easemore Road Community House – Options Appraisal
- Dial-a-Ride Business Case Review
- Feasibility Study – Garden Waste Collection
- Shopmobility Business Case Review
- Joint Worcestershire Scrutiny into Flooding Task and Finish Group Recommendations

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Chair

- Redditch Borough Council Establishment
- Equalities Mapping

159. MINUTES**RESOLVED that**

the minutes of the meetings of the Committee held on 16th and 22nd September 2009 be confirmed as correct records and signed by the Chair.

160. BUDGET PREPARATION GUIDELINES AND TIMETABLE

Members considered a report which recommended guidelines for the preparation of the 2010/11 estimates and the projections for 2011/12 and 2012/13 for endorsement prior to issue to budget holders.

Officers were requested to add briefings for Shadow Portfolio Holders to the timetable at similar timescales to those for Portfolio Holders.

RECOMMENDED that

the proposed Budget Preparation Guidelines and timetable, as detailed at Appendix 1 to the report, be approved.

161. WEST MIDLANDS BIODIVERSITY PLEDGE

The Committee received a report that informed it about the West Midlands Biodiversity Pledge (WMBP) and the Council's duties under the National Environmental and Rural Communities Act (2006). Approval was sought for the Council to become signatories to the Pledge.

Members were informed that the West Midlands Biodiversity Partnership and the West Midlands Local Government Association have been jointly promoting the WMBP as a means of raising awareness of the duties imposed on Local Authorities in Section 40 of the Natural Environment and Rural Communities Act (2006), commonly known as the Biodiversity Duty.

By signing the pledge Redditch Borough Council would be acknowledging:

- a) that biodiversity and the natural environment play a vital role in enhancing wellbeing and quality of life;
- b) the Council's duty under the Natural Environment and Rural Communities Act (2006) to have regard to the purpose of

conserving biodiversity in carrying out its functions;

- c) the social, health, environmental and economic benefits which come from biodiversity;
- d) the opportunities for Local Government to lead the drive to conserve and enhance biodiversity at a local level.

Officers reported that all Local Authorities in the West Midlands Region had been invited to become signatories to the Pledge and that by the end of January fifteen Local Authorities had done so.

A Member requested that Council be recommended to support the 10:10 initiative to reduce carbon emissions by 10% by the end of 2010. The Chair replied that although she agreed that there was support in principle for the initiative, a final decision would not be made until further information, in the form of a report to this Committee, had been made.

RECOMMENDED that

Redditch Borough Council sign the West Midlands Biodiversity Pledge to assist in meeting its duties under the Natural Environment and Rural Communities Act (NERC) 2006.

162. CORPORATE PLAN - PHASE 1

Members received a report which sought to confirm the Council's Vision and Priorities for 2010/13 prior to an update of the Corporate Plan, which would link to the key themes of the Local Area Agreement (LAA). The Committee also considered the Council's revised Corporate Indicators for 2009/10.

The Committee was informed that a comprehensive analysis of Redditch had been carried out based on demography, survey results and other data. This profile of Redditch had been designed to:

- a) provide the current position regarding key service areas and priorities in Redditch;
- b) provide a context for Redditch Borough Council's Corporate Plan for the financial years 2010 to 2013; and
- c) identify the emerging priorities on which the Council should focus.

RECOMMENDED that

- 1) **the Vision and Priorities, detailed in paragraph 5.6 of the report, be adopted namely;**
 - a) **Vision** - *an enterprising community which is safe, clean and green.*
 - b) **Priorities**
 - i) ***Enterprising Community*** which is defined as *a vibrant and vital Borough where its population is well educated, has high skill levels and is healthy and fit. Housing is excellent and varied and the community is served by a prosperous town centre and has access to first class leisure facilities. The Council's voice is influential and respected by residents, partners, other governmental agencies and suppliers. The Town's economy provides sufficient high quality jobs for residents with good levels of pay and reward.*
 - ii) ***Safe*** – *the Council will work in partnership with other agencies through the Redditch Community Safety Partnership to reduce crime and disorder. The Council will identify key projects to build community confidence and allow residents and visitors to be safe and feel safe.*
 - iii) ***Clean and Green*** – *to develop attractive open spaces, taking enforcement action against littering, fly tipping and other behaviour detrimental to the environment where appropriate and supporting measures to tackle climate change.*

The above three priorities to be underpinned by:

Well Managed Organisation – *in order to deliver efficient and effective services and achieve the Council's priorities and outcomes, the Council needs to be a well managed organisation.*

- 2) **the revised Corporate Performance Indicators, attached at Appendix 2 of the report ; be adopted and**

- 3) **the revised values, as set out in paragraph 5.8 and shown below, be adopted.**
- a) *we place a value in **Partnership working**, ensuring that these partnerships add value to service delivery and provide Redditch with a strong voice both locally and regionally.*
 - b) *we are **Fair** in the decisions that we make. We value probity and fairness and strive to understand the needs of all communities, embracing a diverse range of needs and showing respect at all times.*
 - c) *we are **Responsive and Accountable**. We believe in customer focus and aim to deliver a standard of service that our customers require whilst being open and honest about the decisions we make. We aim to achieve greater value for money through smarter practices and new technology.*
 - d) *we value feedback through **Communication and Consultation**. We listen and act appropriately, and will enable and provide support for people to become involved in the services we deliver.'*

163. INTRODUCTORY TENANCIES

The Committee received a report which sought the adoption of Introductory Tenancies for all new tenants with Redditch Borough Council.

Officers reported that an Introductory Tenancy was one which would last initially for a twelve month period during which time the tenant would effectively be on probation. At the end of the twelve month period, if the Introductory Tenancy had been conducted satisfactorily, it would automatically become secure. In the event that further help or support was required the Introductory Tenancy could be extended for a further six months.

Members were informed that evidence from Social Landlords who had adopted Introductory Tenancies had found that they had assisted in identifying vulnerable clients who might be at risk of losing their tenancy. This had enabled help and support to be provided at an early stage to sustain the tenancy. It had also been found to be effective in assisting landlords to tackle persistent or serious antisocial behaviour more quickly and without involving victims in court.

Consultation had taken place with positive feedback from the Community Forum and Neighbourhood Groups.

RECOMMENDED that

the Council adopts the use of Introductory Tenancies for all new tenants with effect from January 2010.

164. OVERVIEW AND SCRUTINY COMMITTEE

The Committee received the Minutes of the meetings of the Overview and Scrutiny Committee held on 23rd September and 1st October 2009.

The Chair of the Overview and Scrutiny Committee attended to clarify the intentions of that Committee on their recommendation regarding the Policy for the Award of Contracts to Voluntary and Community Sector Organisations included in Minute 75 of their meeting held on 23rd September 2009.

Members noted that the recommendations in Minute 87 of the meeting held on 1st October 2009 had been considered and resolved upon at the Executive Committee meeting held on 7th October 2009.

RESOLVED that

- 1) **the minutes of the meetings of the Overview and Scrutiny Committee held on 23rd September and 1st October 2009 be noted; and**

RECOMMENDED that

- 2)
 - a) **the proposed policy for the Award of contracts to Voluntary and Community Sector Organisations not be approved; and**
 - b) **the Policy for Funding of Voluntary and Community Sector Organisations, which was approved by full Council on 22nd June 2009, remain unchanged.**

165. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS, NEIGHBOURHOOD GROUPS ETC.

There were no Minutes of Referrals for discussion.

Executive

Committee

28th October 2009

166. ADVISORY PANELS - UPDATE REPORT

Members considered the report on the work of the Executive Committee's Advisory Panels and similar bodies.

Members were advised that meetings of the Constitutional Review Working Party and the Member Development Steering Group would be arranged in November.

RESOLVED that

the report be noted.

167. ACTION MONITORING

Members considered a report on Action Monitoring. Officers were asked to include all minuted actions in the report.

RESOLVED that

the report be noted.

The Meeting commenced at 7.00 pm
and closed at 8.30 pm

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Chair

Executive Committee

No Direct Ward Relevance

18th November 2009

'OPT-IN' CHARGEABLE GARDEN WASTE COLLECTION – BUSINESS CASE

(Report of the Head of Environment and Head of Operations)

1. Summary of Proposals

The Joint Municipal Waste Management Strategy (JMWMS) 2009 sets the Partnership a target of 43% recycling/composting by 2014. As a signatory to the JMWMS 2009, Redditch Borough Council has committed to play its part and increase its recycling/composting rate (NI 192) to help achieve this. This report requests Members approval to introduce a paid for 'opt in' garden waste collection service during 2010/11.

2. Recommendations

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

- 1) the Council introduces a pilot chargeable 'opt-in' garden waste collection service in targeted areas of the Borough during the first half of 2010;**
- 2) depending on the outcomes and evaluation of the pilot, including financial implications, the effect on performance, publicity requirements, administration and environmental and operational impacts, the service be rolled out across the Borough during 2011/12;**
- 3) the pilot be carried out in the areas identified in the business case and that any additions or amendments to this area be delegated to the Head of Environment in Consultation with the Leader and the Portfolio Holder for Housing, Local Environment and Health;**
- 4) the service standard for the collection of garden waste (Appendix B) be adopted, subject to any changes recommended by the Committee;**
- 5) the preferred option for the service, selected from the three detailed in the Business Case at Appendix A, be agreed;**

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- 6) an initial one off set up charge to cover the cost of a bin be passed onto customers, including those in the pilot area, OR bins be provided free of charge;
 - 7) amendment of the Council's current collection policy relating to garden waste in grey bins be considered to coincide with the start of the new service to prevent garden waste being placed in grey bins a) in the pilot area, b) Borough wide, OR c) continue existing policy;
 - 8) amendment of the Council's current collection policy relating to the sale of orange sacks be considered to coincide with the start of the new service to prevent waste, including garden waste, being disposed of in orange sacks a) in the pilot area, b) Borough wide OR c) continue existing policy; and

RESOLVE that

- 9) an update report on the pilot service and recommendations for the roll out or cessation of the service be brought back to a future meeting of this Committee during 2010/11.

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

Financial

- 3.1 The introduction of a pilot service will enable the Council to establish realistic customer take up and level of service charge. It is intended that the collection of garden waste would be self funding and costs to run the service would be recovered via the charge to customers taking up the service. However, full cost recovery may not be possible during the first year of the service and this is subject to Member decision on options included in Appendix A.
- 3.2 Customers could also be charged a one off cost to help to cover initial setting up costs and this is subject to Member decision.

Legal

- 3.3 The Council has a duty to collect household waste but may make a charge for the collection of garden waste.
- 3.4 Under the Waste and Emissions and Trading (WET) Act 2003 Local Authorities are required to meet stringent targets set by the Landfill Directive. Under the Landfill Allowance Trading Scheme (LATS) allowances have been allocated to waste disposal authorities (WCC) that set limits for the amount of biodegradable waste sent to

landfill. There will be severe penalties (currently set at £150 per tonne) for exceeding the allocation.

Policy

- 3.5 The revised Joint Municipal Waste Management Strategy (JMWMS) which was brought to the Executive Committee for approval on 7th October 2009, supports the introduction of chargeable garden waste collections to improve performance on NI 192, % of household waste recycled/composted.

Risk

- 3.6 There is a risk that there would not be enough customer interest to make the service viable and the Business Case includes a number of options based on variable levels of customer take up. Consequently there is a risk that costs would not be recovered of providing the service to the pilot area during 2010/11.
- 3.7 A pilot scheme will enable the council to assess the levels of customer take up and consequently costs incurred in running the service and is a way of mitigating the risk. Customers who come forward in the pilot area will be informed that the service may be withdrawn after the first year.
- 3.8 There is a risk that if the Council does not commence a garden waste collection, performance in relation to NI 192 will drop significantly in comparison to both neighbouring authorities and the national trend, this would influence future Comprehensive Area Assessment outcomes and the Council's direction of travel.
- 3.9 The Council has to reduce carbon emissions from its operations (NI 185). The introduction of a garden waste collection service will increase carbon emissions and there is a risk that it will be more difficult for the council to reach its reduction targets.
- 3.10 There is a risk that if changes to waste collection policies are not made – i.e. banning garden waste from grey bins and sale of orange sacks – levels of take up could be affected.

Sustainability / Environmental

- 3.11 The revised Joint Municipal Waste Management Strategy is founded on the principles of sustainability and Climate Change is recognised as a key issue in the future delivery of waste services. The removal of organic material from landfill, and the subsequent reduction in the production of methane, a potent Greenhouse Gas, is a key aim of

both the national and our local waste strategies. A number of considerations are included in the Business Case at appendix A.

Report

4. Background

- 4.1 In 2006 the Council introduced an alternate weekly waste collection service and this has increased the level of recycling significantly to around 32% (outturn 2007/08). National Indicator 192 combines both recycling and composting and authorities leading performance on NI 192 offer collections of garden waste. NI 191 measures the amount of **residual** waste collected – i.e. waste not recycled, composted or re-used and has taken away the goal of reducing the total amount of waste collected.
- 4.2 At its meeting on 7th January 2009, the Executive Committee requested that, in order to meet increasing national targets for recycling and composting, the feasibility of a chargeable self funding 'opt-in' garden waste collection, and delivery of this in partnership with Bromsgrove District Council, be explored. Officers have now draw up a business case for Members' further consideration.

5. Key Issues

- 5.1 The original JMWMS adopted the principle of composting at home as the preferred way of dealing with garden waste and this approach remains. However it is now recognised that garden waste collections are a key way of significantly increasing performance in relation to NI 192 and that this is a service that some residents would like to receive (JMWMS consultation, February – May 2009).
- 5.2 The previous non statutory national target of recycling 33% of household waste by 2015 has now been significantly increased to 45%, rising to 50% by 2020. To achieve these levels of recycling, it will be necessary to introduce new collection/treatment systems. Currently, despite a significant improvement in the level of waste recycled, the Council is in the bottom quartile for NI 192 - % of waste sent for re-use, recycling and composting The following table shows previous and future targets that have been set for recycling/composting household waste:

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Year	Non statutory national target	Statutory performance standard	JMWMS Joint target
2007/8	25%	20%	24%
2008/09	25%	None set	24%
2009/10	40%	"	40%
2013/14	40%	"	43%
2015/16	45%	"	45%
2020	50%	"	50%

- 5.3 Under the Landfill Allowance Trading Scheme (LATS), the County Council as the Waste Disposal Authority (WDA) has been set maximum allowances for the amount of biodegradable municipal (BMW) waste sent to landfill in future years. Based on current performance levels the County Council will not exceed allowances in 2010/11. If improvements, new treatment facilities or other alternatives are not delivered to divert BMW from landfill then the County Council could be subject to fines from 2010/11 onwards. A percentage of Redditch's grey bin waste is currently landfilled and the majority is sent to be treated at an energy from waste facility in Warwickshire. However there is a need to support the county wide approach, reduce the amount of waste which is disposed of and increase performance on NI 192.
- 5.4 In addition to LATS, the landfill tax escalator, the tax payable on each tonne of material landfilled, is now increasing by £8 per year from 2008 until at least 2010/11 to give greater incentive to divert waste away from landfill by amongst other things reducing, re-using and recycling waste; by 2010 the tax will be £48 per tonne.
- 5.5 A business case for the introduction of a chargeable garden waste collection service is detailed in Appendix A. The business case outlines full details including resources needed, use of existing vehicles and staff, issues around procurement, potential partnership working and sharing of resources with BDC, the suggested pilot area and number of properties to be targeted. Other considerations include publicity requirements and administrative systems needed to manage the customer base and payments made.
- 5.6 The Business Case indicates that
- a) The provision of an 'opt in' chargeable garden waste collection service supports the JMWMS commitment to achieve higher recycling/composting performance
 - b) The council would need to review existing waste collection policies if a collection were to be introduced

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- c) Some waste which is currently disposed of would be diverted to composting
 - d) There would be an impact on climate change indicator NI 185.
 - e) That a pilot service during 2010/11 will allow us to mitigate risks associated with the introduction of the new service
 - f) That the pilot area should be in a compact area of the town which is likely to attract the highest % of customer take up
 - g) the number of customers taking up the service is critical in determining the right charge per customer to ensure cost recovery
 - h) Option 1 is the most expensive as staffing costs are based on premium rates
 - i) Option 2 is the mid range price and does not incur additional transport miles (vehicles moving from BDC to RBC)
 - j) Option 3 is the most cost effective but incurs additional transport miles
- 5.7 In order to manage customer expectations and reduce risk, a relatively small pilot area should be targeted to assess levels of interest and allow us to gain a more detailed understanding of the financial implications, the effect on performance, publicity requirements, administration of the service and operational impacts. It will be necessary to develop publicity materials that will explain clearly to customers how the new service may be introduced and to make them aware that the service may be withdrawn in November 2010.
- 5.8 As with the alternate weekly collection service, it is essential to have an adopted service standard which provides details to customers about how the service works, for example the size of bin provided, what happens if the bin is not collected or goes missing and the waste material that can be placed in the bin. A draft service standard has been produced and is included at Appendix B.
- 6. Other Implications**
- Asset Management - None.
- Community Safety - Fly-tipping has been found to create a negative impact on people's feeling of safety which can contribute to a fear of crime. On a recent clean up event held in Oakenshaw a large amount of garden waste was found dumped in black sacks. The service may reduce fly-tipped garden waste, particularly for residents

who have no method of transporting it to the Household Waste Site.

- Human Resources - The introduction of the new service will require resources and it is anticipated that this will be provided as overtime to existing employees in the first instance.
- Social Exclusion - Could benefit those residents who have no transport or means of travel to dispose of garden waste

7. Lessons Learnt

- 7.1 Whilst Redditch Borough Council has improved its recycling rate significantly in recent years, performance is still significantly lower than many authorities and we are currently in the bottom quartile for NI 192; this could be an issue in any future external judgements on the authority.
- 7.2 Redditch Borough Council needs to play its part in fulfilling the JMWMS.

8. Background Papers

The Joint Municipal Waste Management Strategy First Review, August 2009 (to be published January 2010).

9. Consultation

This report has been prepared in consultation with relevant Borough Council, County Council and Bromsgrove District Council Officers.

10. Author of Report

The authors of this report are Guy Revans, Head of Environment (Head of Environment) who can be contacted on extension 3292 (e-mail guy.revans@redditchbc.gov.uk), Terry Horne, Head of Operations who can be contacted on extension 3604 (terry.horne@redditchbc.gov.uk) and Sue Horrobin (waste Management Manager) who can be contacted on extension 3706 (e-mail: sue.horrobin@redditchbc.gov.uk) for more information.

11. Appendices

Appendix A - Business Case for the Collection of chargeable garden waste in Redditch

**Appendix B - Draft Service Standard for the collection of
Garden Waste**

Appendix C - Garden Waste Collection Round.

12. Key to Abbreviations / Terms used in report

JMWMS – Joint Municipal Waste Management Strategy

LATS – Landfill Allowance Trading Scheme

BMW – biodegradable municipal waste

NI 191 - % of household waste not recycled, composted or re-used

NI 192 - % of household waste recycled, composted or re-used

Business Plan
Chargeable 'Opt-in' Garden Waste Collection
September 2009

1.0 Rationale for providing the Service – Joint Municipal Waste Management Strategy (JMWMS)

- 1.1 The Joint Municipal Waste Management Strategy (JMWMS) 2009 sets the Partnership a target of 43% recycling/composting by 2014. As a signatory to the JMWMS 2009, Redditch Borough Council has committed to play its part and increase its recycling/composting rate (NI 192) to help achieve this. This can be done through:
- Increasing the range of materials which are recycled through green bins
 - The introduction of a chargeable garden waste collection service
 - Recycling street sweepings
 - Increasing the amount of re-use within the Borough – e.g. through bulky collection service
- 1.2 There is a national target of 45% by 2015 that we would hope to meet, however in accordance with Principle 4 we will not compromise the environmental and economic performance of schemes just to meet notional, non statutory targets.
- 1.3 Currently, the majority of residual waste collected in Worcestershire is landfilled. The Partnership needs to reduce the amount of biodegradable waste to landfill in order to meet Landfill Allowance Trading Scheme limits in future years. Whilst the majority of residual waste collected in Redditch is disposed of through an energy from waste facility in Warwickshire, there is a need to consider Redditch's arrangements in a county wide context. Each tonne of waste diverted from this disposal route frees up capacity for waste from other Worcestershire authorities.
- 1.4 A chargeable garden waste collection falls outside the 'Core Service' and therefore costs should be recovered in line with JMWMS 2009 Policy 3.
- 1.5 In addition, 20% of residents surveyed said that they would be prepared to pay for a collection of garden waste (JMWMS consultation, May 2009) and given the current economic climate, there is potential for income generation. Other Worcestershire authorities have found that there is a demand for the service.

2.0 Current Waste Collection Policies

- 2.1 The council currently accepts small amounts of light garden waste in grey bins.
- 2.2 Orange sacks were introduced at the start of the AWC service so that residents had a way of disposing of occasional amounts of extra waste. Council policy is to collect a maximum of two orange sacks per household along with grey bin collections. In 2008/09 approximately 5,000 orange sacks were collected. A survey of collection crews has found that approximately 70% orange sacks contain garden waste during summer months and around 20% during winter months. Waste collected in this way is mixed into the residual waste stream and is not composted.

3.0 Home Composting

3.1 This remains as our preferred way of dealing with garden waste and in recent years a large number of compost bins have been sold. Residents will still be encouraged to deal with garden waste at home. However, the Partnership has now agreed that there needs to be an option of collecting garden waste for composting for the reasons outlined above.

4.0 Quantities of Garden Waste

4.1 Waste Composition Analysis has shown that 7% of the waste collected in the Borough through the household waste collection service is garden waste – this is approximately 1,330 tonnes per annum. The introduction of a chargeable garden waste collection would divert some of this waste from the disposal route.

5.0 Garden waste at the Household Waste Site

5.1 In 2008/09 **2,124** tonnes of garden waste were taken by residents to the Household waste site which involves residents using their own vehicles to transport small amounts of waste. WCC do not currently keep records of visits to the site, however if we estimate that each load weighs 50kg, then this equates to over 42,000 separate visits.

6.0 Predicted diversion and changes to waste collection policies

6.1 The introduction of a garden waste collection service will result in some of the garden waste which is currently disposed of in grey bins, orange sacks and at the HWS being reduced. The start of the new service would require the council to consider making changes to waste collection policies across the Borough or in areas where the garden waste collection service is offered as below:

- Stop sale of orange sacks
- Ban garden waste from grey bins

6.2 Subsequently this would mean a new statutory notice being issued and the development of a new service standard (appendix 2).

7.0 Coverage of the new service

7.1 Modelling has shown that the garden waste collection service should be to at least 20% of suitable households (approximately 32,000) in order to help meet the county wide targets outlined above.

8.0 Climate Change Impacts

8.1 The Strategic Environmental Assessment which forms part of the JMWMS, states that *“options which have area wide green waste collections secure more benefits overall than other options because of increased tonnages of waste recycled, principally biodegradable waste”* (SEA p.38).

- 8.2 There would be an impact on climate change indicator NI185 as mileage undertaken as part of the waste collection service would increase. Some estimates on the increase in mileage and carbon emissions is provided in the table below. Redditch Borough Council's current target for overall reduction is 2% year on year. To counter the increased emissions, reductions would be required elsewhere,

	Estimated mileage undertaken	Miles per gallon	Total no. gallons used	Resultant CO2 kg/tonnes
Pilot area based on	1620	5	324	6858kg or 0.69 tonnes
Borough wide	8100	5	1620	34,288kg or 34.3 tonnes

NOTE: Figures are based on one RCV working for one day per week for 30 weeks

- 8.3 The total carbon produced last year from the council's vehicle fleet was 590,385kg or 590.39 tonnes. The Borough wide service could result in an estimated increase of 5.7% on the total carbon emissions from the council's fleet.
- 8.4 Round sizes on a garden waste collection would be larger as they would need to cover a wider area, however they would be based on existing geographical rounds to ensure that rounds were as efficient as possible in terms of transport distances.
- 8.5 It is difficult to assess the impact of the service on climate change indicator NI186. Relevant issues will include that whilst there is an increase in Redditch Borough Council's fleet, there is potentially a reduction in the number of visits to the Household Waste Site. Whilst Redditch Borough Council's waste currently goes to an energy from waste facility, diverting biodegradable waste from this route could provide capacity for other Worcestershire waste to be diverted from landfill.
- 8.6 The introduction of a garden waste collection service has been in other authorities to increase the overall the tonnage of waste collected. Waste that is currently disposed of in other ways – e.g. home composted or on bonfires etc is diverted to the collection instead. However, this is reduced when the collection is chargeable.
- 8.7 Providing a material which can be used as a soil conditioner locally may decrease the use of chemical fertilizer on agricultural ground which is a highly intensive/polluting manufacturing process. This is positive but unquantifiable.
- 8.8 There may be sideline benefits relating to public attitude in terms of changing their own behaviour at home and at work if they are given the opportunity to recycle more leading to additional sustainable behaviours. However, there is a potential risk that a garden waste collection will reduce the amount of home composting.

9.0 Type of Service

- 9.1 Having examined best practice amongst other authorities locally and nationally, the proposed service will be:

Service type	Rationale
Brown 240 litre Wheeled Bin NB in pilot area would be green 240 litre wheeled bin with a grey lid and a sticker	<ul style="list-style-type: none"> • Health and Safety – easily manoeuvred by residents and crews. • Consistency with Partner authorities • Adequate capacity • In pilot area if the service was withdrawn these bins could be re-used
Alternate Weekly Collection	<ul style="list-style-type: none"> • Allows increased coverage • Proven to be cost effective, efficient and practical • Provides adequate capacity to most residents
'Curtilage' edge of property* collection and return	<ul style="list-style-type: none"> • Bins less likely to go missing • Council liability for missing bins reduced • Reduces number of days that bins are on streets (particularly if collection day is different to existing waste collection)
Seasonal 9 monthly service (March – November)	<ul style="list-style-type: none"> • In other authorities it has been shown that the amount of garden waste dramatically reduces in winter months • Type of garden waste changes to larger items which are unsuitable for a wheeled bin collection

*where a property does not front onto a road, a designated collection point may be given instead.

10.0 Method of introducing the new service

10.1 Approximately 32,000 properties which potentially could be provided with a garden waste collection service. If 20% of residents took up the new service, as indicated through the consultation earlier this year, then this would mean around 6,200 households.

10.2 There are two options for introducing the service, both of which would allow full cost recovery but with a number of advantages and risks as outlined below:

Options for service introduction	Advantages	Risks
Full scale Borough Wide collection from March 2010	<ul style="list-style-type: none"> • Service provided to all residents • Increased recycling/composting rate • Potential increased income generation 	<ul style="list-style-type: none"> • Deliverability in short timescale • Limited staff resources and impacts on other priorities • Impacts of shared services including new senior management structure • Procurement of bins etc. • Difficult to withdraw service if proves to be uneconomic or performs poorly

Options for service introduction	Advantages	Risks
Smaller scale pilot in targeted area from March 2010 followed by Borough wide roll out in 2011/12	<ul style="list-style-type: none"> • Allows us to assess take up, administration and publicity requirements, operational impacts, costs and service standard • Allows service to be modified before full roll out • Allows us to withdraw the service if necessary following evaluation • Procurement of bins will be easier due to smaller numbers • Publicity and administration (booking system) more manageable in targeted area • Allows development of a garden waste collection service across BDC and RBC 	<ul style="list-style-type: none"> • Public dissatisfaction that they are not provided the service • May be a need to modify existing service standards – e.g. orange sacks – within the targeted area • Recycling/composting rate will be lower for 2010/11 • Income generation will be limited for 2010/11

10.3 Having looked at these options, it is recommended that a smaller scale pilot in targeted area from March 2010 followed by Borough wide roll out in 2011/12 is adopted. This approach will reduce risks, is achievable and allows the development of a larger scale shared service in the longer term. It also ensures that progress is made and valuable lessons can be learned.

11.0 Pilot Areas

11.1 Appendix C contains a list of streets that would be included in the two pilot areas. One is an area of the town that contains a higher level of traditional housing with larger gardens, which will hopefully result in an improved level of take up. The other area is in the new town and contains properties with smaller gardens

11.2 It is important to match existing collection rounds to the proposed garden waste rounds as this will allow effective customer liaison and service administration.

12.0 Service Delivery Options

12.1 Three options have been identified to provide the service as detailed below:

- **Option one** - To provide the service during Saturdays using employed staff at premium rates and using owned vehicles,
- **Option two** - To provide the service during Monday to Friday using employed staff at standard pay rates and using hired vehicles

- **Option three** - To provide the service using Bromsgrove District Council staff at standard pay rates and BDC vehicles utilising week day capacity available due to four day working week.

12.2 It is important to note that efficiency reduces as the service is not provided to every property as with the AWC service.

12.3 All of the options are based on the providing the service on a standard 7.5 hour day and to a pilot area of 4676 properties.

10% Customer take up	Option one	Option two	Option three*
Day of service	Saturdays	Mon- Fri	week day capacity available due to four day working week
Staff – 1 driver, 1 loader	employed staff at premium rates	employed staff at standard pay rates	Bromsgrove District Council staff at standard pay rates
Vehicle**	owned vehicles	hired vehicles	BDC vehicles
Bins collected	200-220 per day	200-220 per day	200-220 per day
Cost of pilot area	£25,348	£22,268	£20,177
Whole town cost	£178,899	£157,165	£142,407
Cost per customer	£54.50	£48.00	£43.50

15% Customer take up	Option one	Option two	Option three*
Day of service	Saturdays	Mon- Fri	week day capacity available due to four day working week
Staff – 1 driver, 1 loader	employed staff at premium rates	employed staff at standard pay rates	Bromsgrove District Council staff at standard pay rates
Vehicle**	owned vehicles	hired vehicles	BDC vehicles
Bins collected	250 -270 per day	250 -270 per day	250 -270 per day
Cost of pilot area	£29,343	£25,778	£21,503
Whole town cost	£207,098	£181,938	£151,761
Cost per customer	£42.00	£37.00	£31.00

20% Customer take up	Option one	Option two	Option three*
Day of service	Saturdays	Mon- Fri	week day capacity available due to four day working week
Length of day	7.5	7.5	7.5
Staff – 1 driver, 1 loader	employed staff at premium rates	employed staff at standard pay rates	Bromsgrove District Council staff at standard pay rates

Vehicle**	owned vehicles	hired vehicles	BDC vehicles
Round Size	280-300 per day	280-300 per day	280-300 per day

Cost of pilot area	£34,228	£30,070	£26,686
Whole town cost	£241,572	£212,224	£188,342
Cost per customer	£37.00	£32.50	£29.00

*Notes – Option 3

- Subject to confirmation that BDC is able to operate the service using standard staffing pay rates.
- Factors in the cost of 40 minutes additional travel time between Bromsgrove and Redditch for each day for each vehicle used otherwise it would reduce the number of bins collected in a 7.5 hour day by 18.
- Increase in the fuel consumption for each round per day of 17.5 litres
- Would require bin lifters currently fitted to Bromsgrove District Council vehicles to be compatible with the type of wheeled bins provided for Redditch residents which are of a different design to those currently provided for Bromsgrove residents. Lifters are available which can easily reconfigured to accommodate different types of bins otherwise it would take approximately 2 fitter hours to exchange a bin lifter per two occasions at a cost of £30.00 excluding 'on costs'.

13.0 Customer take up and pricing

13.1 It is difficult to accurately predict the level of customer take up that can be expected, which is why we need to consider a number of take up options. With a higher level of customer take up, the cost per customer can be reduced. If we predict a level of customer take up which is not achieved, there is a risk that cost recovery will not be possible. We have to strike a balance between a charge which will be acceptable and encourage people to take up the service, against reducing the risk of non recovery of costs.

14.0 Additional Pricing band options

14.1 The costs shown in the tables above show the charge per customer in order to recover costs fully. However, we have been asked to provide a model showing the impact of providing the service for a number of charges per customer, and these have been detailed in the tables below. It can be seen that full cost recovery does not occur until we have achieved 15% customer take up, using Option 3.

10% Customer take up	Option one	Option two	Option three*
@ £25.00 customer charge	Pilot area = under recovery of £13,673 Whole town = under recovery of £97,664	Pilot area = under recovery of £10,595 Whole town = under recovery of £75,678	Pilot area = under recovery of £8,502 Whole town = under recovery of £60,728
@ £30.00 customer charge	Pilot area = under recovery of £11,338 Whole town = under recovery of £80,985	Pilot area = under recovery of £8,258 Whole town = under recovery of £58,985	Pilot area = under recovery of £6,167 Whole town = under recovery of £44,050
@ £35.00 customer charge	Pilot area = under recovery of £9,003 Whole town = under recovery of £64,307	Pilot area = under recovery of £5,923 Whole town = under recovery of £42,307	Pilot area = under recovery of £3,832 Whole town = under recovery of £27,371

15% Customer take	Option one	Option two	Option three*
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up			
@ £25.00 customer charge	Pilot area = under recovery of £11,818 Whole town = under recovery of £84,414	Pilot area = under recovery of £8,253 Whole town = under recovery of £58,950	Pilot area = under recovery of £3,978 Whole town = under recovery of £28,414
@ £30.00 customer charge	Pilot area = under recovery of £8,313 Whole town = under recovery of £59,378	Pilot area = under recovery of £4,748 Whole town = under recovery of £33,914	Pilot area = under recovery of £473 Whole town = under recovery of £3,378
@ £35.00 customer charge	Pilot area = under recovery of £4,808 Whole town = under recovery of £34,342	Pilot area = under recovery of £1,234 Whole town = under recovery of £8,878	Pilot area = surplus of £3,832 Whole town = surplus of £27,371

20% Customer take up	Option one	Option two	Option three*
@ £25.00 customer charge	Pilot area = under recovery of £10,853 Whole town = under recovery of £77,521	Pilot area = under recovery of £6,695 Whole town = under recovery of £47,821	Pilot area = under recovery of £3,311 Whole town = under recovery of £23,650
@ £30.00 customer charge	Pilot area = under recovery of £6,178 Whole town = under recovery of £44,128	Pilot area = under recovery of £2,020 Whole town = under recovery of £14,428	Pilot area = surplus of £1,364 Whole town = surplus of £9,742
@ £35.00 customer charge	Pilot area = under recovery of £1,503 Whole town = under recovery of £10,735	Pilot area = surplus £2,655 Whole town = surplus of £18,964	Pilot area = surplus of £6,039 Whole town = surplus of £43,135

15.0 Set up costs

- 15.1 Set up costs include the cost of purchasing 240lt brown wheeled bins. Each wheeled bin currently costs £20.00. For example, the cost of purchasing bins so that up to 10% of residents in the pilot area can take part is £9,400.
- 15.2 There is the option of charging a one off fee to cover the initial cost of the bin. This approach has been taken in Worcester City and helps with the recovery of costs. If this approach is taken in the pilot area, using green bins with grey lids, if the service was not rolled out at the end of the pilot year the bins could be bought back from residents and re-used by the Council.
- 15.3 There will be some publicity required and it is estimated that we would need a budget of £5,000 to provide publicity materials to the pilot area. This would be prioritised from within existing budgets.
- 15.4 Administration systems will need to be set up and it is anticipated that this could be done within existing resources using existing software systems.
- 15.5 There are currently funds available within the waste management service which may be able to reallocated to fund set up costs of the service.

15.6 The Council would need to decide if the set up costs should be passed onto the customer as a one off fee as has been done in Worcester City.

16.0 Monitoring and evaluation of pilot

16.1 The following will be considered in the evaluation of the service in the two pilot areas.

- effect on performance
- environmental impacts
- levels of customer take up
- effectiveness of publicity
- income generated
- customer satisfaction and qualitative information gained through a survey
- administrative and operational impacts

17.0 Conclusions

- The provision of an 'opt in' chargeable garden waste collection service supports the JMWMS commitment to achieve higher recycling/composting performance and the Strategic Environmental Assessment indicates that this is a good option.
- Existing waste collection policies would need to be reviewed if a collection were to be introduced.
- Some waste which is currently disposed of would be diverted to composting
- There would be an impact on climate change indicator NI 185.
- The introduction of a pilot service during 2010/11 will allow us to mitigate risks associated with the introduction of the new service.
- The pilot area should be in a compact area of the town which is likely to attract the highest % of customer take up.
- The number of customers taking up the service is critical in determining the right charge per customer to ensure cost recovery.
- Option 1 is the most expensive as staffing costs are based on premium rates.
- Option 2 is the mid range price and does not incur additional transport miles (vehicles moving from BDC to RBC).
- Option 3 is the most cost effective but incurs additional transport miles.

Appendix B

Service Standard No. 8 – Collection of Garden Waste

Wherever possible residents are encouraged to home compost garden waste as this is the most environmentally friendly way of dealing with it. Composting garden waste and vegetable peelings is an excellent and easy way of turning waste into a useful resource for your garden.

For more information on home composting visit www.wastemissionimpossible.org.uk

Our garden waste collection service is specifically designed for residents who generate a lot of garden waste but don't have sufficient home composting facilities.

What the Council will do:

- Provide an alternate weekly chargeable garden waste collection service at a price to be confirmed and advertise the service to ensure that residents are aware of it.
- In the case that the service is oversubscribed, place residents on a waiting list and keep them informed regarding if and when they are able to take up the service.
- Provide residents who subscribe to the service with a brown 240 litre wheeled bin or additional bins if requested. NB the standard collection charge per bin will be levied for each additional bin.
- Collect and empty bins or containers from an accessible point on the customer's property on the designated collection week and day between the hours of 7:30am and 6:00pm.
- Return the bin or containers to the same point on the customer's property and ensure that it is left in a safe position.
- Tag the bin or put a card through the door to explain the reason if we are unable to empty a bin because it contains the wrong items.
- Return to empty missed bins within 2 working days if we have not informed the resident of the reason why it was not emptied and made a record of this
- Set up a method to allow payment to be made via direct debit etc annually
- The Council will not provide residents with a second or larger grey bin for the disposal of garden waste.
- Provide customers with three months notice of any permanent change to or withdrawal of the service.

What our customers need to do:

- Choose if you wish to receive the service and contact us to make arrangements, including the necessary annual payment.

- Present the brown bin for collection at the nearest point on your property nearest the road on the designated day and week by 7:30am.
- Ensure that all the garden waste presented for collection is contained within the bin provided and that the lid is fully closed.
- Let us know if you have any special requirements or experience problems regarding the service.
- Give the council one months notice if you wish to cancel the service (NB refunds will not be given).
- Only place in the bin the correct materials as listed below:

Yes please

Grass cuttings
Hedge and shrub
clippings
Leaves, twigs and bark
Small plants and weeds
Cut flowers
Windfall fruit

No thanks

Kitchen waste (waste food, veg peelings, tea bags and
eggshells)
Dog / cat waste
Plastic bags, pots or trays
Soil, stones, bricks or rubble
Branches or tree stumps over 4 inches (7.5cm) in diameter

- In areas where no garden waste collection service is in place, you are able to place small amounts of light garden waste in the grey wheeled bin or in orange sacks. However, it should be noted that this waste is not composted and is either incinerated or goes to landfill.

Household Waste Site – Crossgate Road, Park Farm

- You can take your garden waste to the dedicated garden waste skips here and it will be composted and turned into soil improver, which you can then buy back from the site to help improve your garden soil.

Appendix C

Round 1 - Running Order - Grey			
Day	Road/Close	Area	No. of Prop
Wednesday	Damson Close	Walkwood	29
Wednesday	Prudden Close	Walkwood	6
Wednesday	Newport Close	Walkwood	32
Wednesday	Moorcroft Close	Walkwood	35
Wednesday	Moorcroft Gardens	Walkwood	88
Wednesday	Longborough Close	Walkwood	5
Wednesday	Milford Close	Walkwood	61
Wednesday	Oswestry Close	Walkwood	43
Wednesday	Morton Lane	Walkwood	5
Wednesday	Callow Hill Lane	Callow Hill	10
Wednesday	Stanford Close	Callow Hill	10
Wednesday	Parmington Close	Callow Hill	23
Wednesday	Summerhouse Close / Windmill Gardens	Callow Hill	25
Wednesday	Foxholes Lane	Callow Hill	73
Wednesday	Wychbold Close	Callow Hill	10
Wednesday	Woodbury Close	Callow Hill	33
Wednesday	Valley Close	Callow Hill	13
Wednesday	Upleadon Close	Callow Hill	12
Wednesday	Tanwood Close	Callow Hill	27
Wednesday	Underwood Close	Callow Hill	89
Wednesday	Partridge Lane	Callow Hill	34
Wednesday	Woodgreen Close	Callow Hill	8
Wednesday	Thornccliffe Close	Callow Hill	6
Wednesday	Coleshill Close	Hunt End	46
Wednesday	Didcot Close	Hunt End	24
Wednesday	Hunt End Lane	Hunt End	33
Wednesday	Elmstone Close	Hunt End	16
Wednesday	Enfield Road	Hunt End	39
Wednesday	Weavers Hill	Hunt End	10
Wednesday	Weavers Close	Hunt End	5
Wednesday	Wadbury Hill	Hunt End	6
Wednesday	Dagtail Lane	Hunt End	31
Wednesday	Brookhampton Close	Hunt End	4
Wednesday	Alderminster Close	Hunt End	3
Wednesday	Stonepits Lane	Hunt End	38
Wednesday	Farmcote Close	Hunt End	10
Wednesday	Elmhurst Close	Hunt End	18
Wednesday	Ditchford Close	Hunt End	19
Wednesday	Claverdon Close	Hunt End	31
Wednesday	Chesterton Close	Hunt End	54
Wednesday	Brookfield Close	Hunt End	48
Wednesday	Ashmores Close	Hunt End	40
			1152

Round 2 - Running Order - Grey			
Day	Road / Close	Area	No. of Prop
Wednesday	Crumpfields Lane	Webheath	89
Wednesday	Lower Grinsty Lane	Webheath	16
Wednesday	Hill Top	Webheath	6
Wednesday	Church Road	Webheath	46
Wednesday	Pumphouse Lane	Webheath	10
Wednesday	Earls Close	Webheath	18
Wednesday	Grazing Lane	Webheath	17
Wednesday	Shirehampton Close	Webheath	60
Wednesday	Great Hockings Lane	Webheath	40
Wednesday	Defford Close	Webheath	47
Wednesday	Corner Lane	Webheath	25
Wednesday	Blockley Close	Webheath	17
Wednesday	Acre Lane	Webheath	7
Wednesday	Birchfield Road	Webheath	3
Wednesday	Foxlydiate Lane / Springhill Dr/Springhill Gardens	Webheath	10
Wednesday	Heathfield Road	Webheath	150
Wednesday	Tynsall Avenue	Webheath	21
Wednesday	Downsell Road	Webheath	51
Wednesday	Boxnott Close	Webheath	12
Wednesday	Reyde Close	Webheath	30
Wednesday	Lyndenwood	Webheath	13
Wednesday	Springvale Road	Webheath	49
Wednesday	Sheltwood Close	Webheath	10
Wednesday	Raglis Close	Webheath	11
Wednesday	Packwood Close	Webheath	80
Wednesday	Neighbrook Close	Webheath	34
Wednesday	Michaelwood Close	Webheath	49
Wednesday	Lordswood Close	Webheath	44
Wednesday	Knightsford Close	Webheath	8
Wednesday	Sydnall Close	Webheath	21
Wednesday	Sheepcroft Close	Webheath	57
Wednesday	Shaws Close	Webheath	15
Wednesday	Hennals Avenue	Webheath	22
Wednesday	Brotherton Avenue	Webheath	30
Wednesday	Sandygate Close	Webheath	40
			1158

Round 1 - Running Order - Grey			
Day	Road/Close	Area	No. of Prop
Monday	Winyates way- St Georges Court	Winyates	4
Monday	Holyoakes Close	Winyates East	28
Monday	Birmingham Road MG	Mappleborough Green	3
Monday	Norton Close	Matchborough East	12
Monday	Allensmore Close	Matchborough East	32
Monday	Munsley Close	Matchborough East	48
Monday	Bishopstone Close	Matchborough East	21
Monday	Cradley Close	Matchborough East	23
Monday	Ledbury Close	Matchborough East	66
Monday	Kenchester Close	Matchborough East	50
Monday	Hatfield Close	Matchborough East	27
Monday	Garway Close	Matchborough East	73
Monday	Goosehill Close	Matchborough East	25
Monday	Felton Close	Matchborough East	104
Monday	Jackfield Close	Matchborough East	38
Monday	Easenhall Lane	Matchborough East	29
Monday	Haseley Close	Matchborough East	65
Monday	Ganborough Close	Matchborough East	11
Monday	Farnborough Close	Matchborough East	42
Monday	Dunchurch Close	Matchborough East	35
Monday	Cosford Close	Matchborough East	22
Monday	Binton Close	Matchborough East	50
Monday	Atherstone Close	Matchborough East	38
Monday	Ansley Close	Matchborough East	35
Monday	Avenbury Close	Matchborough East	21
Monday	Bartestree Close	Matchborough East	24
Monday	Barford Close	Matchborough East	26
Monday	Cherington Close	Matchborough East	50
Monday	Dilwyn Close	Matchborough East	28
Monday	Winward Road	Matchborough East	1
Monday	Croome Close	Matchborough East	40
Monday	Eardisley Close	Matchborough East	32
Monday	Winforton Close	Winyates West	56
Monday	Stapleton Close	Winyates West	43
Monday	Dolden Lane	Winyates West	45
			1247

Round 6 - Running Order - Grey			
Day	Road/Close	Area	No. of prop
Monday	Alveley Close	Winyates West	7
Monday	Badger Close	Winyates West	54
Monday	Caynham Close	Winyates West	70
Monday	Dinedor Close	Winyates West	9
Monday	Edgmond Close	Winyates West	80
Monday	Farlow Close	Winyates West	9
Monday	Hentland Close	Winyates West	6
Monday	Insetton Close	Winyates West	29
Monday	Jakemans Close	Winyates West	13
Monday	Lassington Close	Winyates West	29
Monday	Kitebrook Close	Winyates West	18
Monday	Hopyard Lane	Winyates West	25
Monday	Middleton Close	Winyates East	52
Monday	Middleton Mews	Winyates East	54
Monday	Blakemere Close	Winyates East	56
Monday	Linton Close and Linton Mews	Winyates East	104
Monday	Barrow Close	Winyates East	37
Monday	Kilpeck Close	Winyates East	19
Monday	Cardington Close	Winyates East	10
Monday	Huntington Close	Winyates East	27
Monday	Goodrich Close	Winyates East	69
Monday	Tillington Close	Winyates East	71
Monday	Winslow Close	Winyates West	12
Monday	Upton Close	Winyates East	20
Monday	Leysters Close	Winyates East	12
Monday	Treville Close	Winyates East	85
Monday	Shawbury Close	Winyates East	59
Monday	Romsley Close	Winyates East	23
Monday	Quibury Close	Winyates East	23
Monday	Petton Close	Winyates East	47
Monday	Atcham Close	Winyates East	112
			1241

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No Direct Ward Relevance

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QUARTERLY PERFORMANCE MONITORING QUARTER 2, JULY – SEPTEMBER 2009

(Report of the Head of Strategy and Partnerships)

1. Summary of Proposals

This report provides a view on aspects of the Council's overall performance. It shows which performance indicators, when compared to the same quarter last year, are exceeding their target, are not on target and where performance has remained static.

This report provides Members with an opportunity to review the Council's performance for quarter 2 of the 2009/10 financial year and to comment upon it.

2. Recommendation

The Committee is asked to RESOLVE that

the update on key performance indicators for the period July 2009 – September 2009 be noted and commented upon.

3. Financial, Legal, Policy and Risk Implications

Financial

- 3.1 Poor performance may have an impact on the financial position of the authority.

Legal

- 3.2 Under the Local Government and Public Involvement in Health Act 2007, a set of 198 new National Indicators was introduced to replace the previous Best Value Performance Indicators. These cover all public authorities and are not all applicable to Redditch Borough Council.

Policy

- 3.3 The Council's Corporate Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed, including setting Service Standards.

Risk

- 3.4 Without adequate performance management the Council cannot review its performance at a corporate or service level adequately.

Sustainability / Environmental

- 3.5 There are a total of 4 performance indicators that relate to air quality and climate change within the list of new National Indicators (NI 185, NI 186, NI 188 and NI 194). These are all reported annually.

Report**4. Background**

- 4.1 The National Indicator (NI) set was introduced with effect from the 1 April 2008 and became the only indicators that public authorities will be required to report on to central Government. Figures collected for 2008/09 formed the baseline for future reporting. 28 national indicators are included in the Local Area Agreement for Worcestershire.
- 4.2 A number of former Best Value Performance Indicators (BVPI's) have been retained and are now included in the list of local performance indicators.
- 4.3 The Council uses an electronic data collection (EDC) spread sheet to show our current and historic performance against selected national indicators and local performance indicators.
- 4.4 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

5. Key IssuesBasis of Quarterly Reporting

- 5.1 In moving the agenda forward, the Council looked to address the following:
- (a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
 - (b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.

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- (c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
- (d) The development of links to how the Council is performing in its key delivery projects.
- 5.2 Member involvement in monitoring performance for the remainder of the 2009/10 reporting year will involve:

Quarter	Period	Member Group	Purpose of reporting
3	Oct – Dec	February Overview and Scrutiny Committee / Executive Committee	Receive quarter 3 statistics Analyse exception report
4	Jan – Mar	May Overview and Scrutiny Committee / Executive Committee	Receive annual outturn statistics Analyse exception report

The Exception Report

- 5.3 The exception report compares the current quarter outturn to the same period last year and highlights those indicators that have either improved or declined in performance when compared to the same quarter last year and those indicators where performance remains static.

6. Other Implications

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

Social Inclusion : None specific.

7. Lessons Learnt

None.

8. Background Papers

The details to support the information provided within this report are held by Policy Team.

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9. Consultation

There has been no consultation other than with relevant Borough Council Officers.

10. Author of Report

The author of this report is Tracy Beech (Policy Officer), who can be contacted on ext. 3182 (e-mail: tracy.beech@redditchbc.gov.uk) for more information.

11. Appendices

Exception Report – Corporate Performance Indicators 1 July 2009 to 30 September 2009

Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10

These pages provide an exception report for all corporate performance indicators for which data was expected and provided in quarter 2 (July - September) 2009/10.

		DCX	E&P	HLCS	Total
Total number of corporate performance indicators providing outturn data for quarter 2		12	15	8	35
Total number of indicators showing improvement	▲	5	8	7	20
Total number of indicators showing a decline	▼	5	4	0	9
Total number of indicators showing no change*	◄►	2	3	1	6

* Five out of six indicators showing no change in their performance are currently at optimum performance and as such improvement is not possible

Key to Symbols (throughout the report)			
Improving performance compared to same quarter last year	▲	No data available for the period	#
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same quarter last year	◄►	Data is provisional	*

Performance Management Group

The Performance Management Group (PMG) has been established to review performance against performance indicators (PI's) across the Council and to escalate concerns regarding underperformance to Senior Management Team (SMT) and Corporate Management Team (CMT). The PMG has recently been advised upon the importance of the Comprehensive Area Assessment, agreed the data quality audit process and received updates from Housing, Waste Management and Benefits on their action plans following a report of data gathered for National Indicator 14 (Avoidable Contact).

Key Findings for Quarter 2

As in quarter 1, out of all corporate performance indicators reported in quarter 2 a higher proportion have improved compared to the same quarter last year. By way of example NI 182 (Satisfaction of business with local authority regulation services) has significantly improved at 72.37% compared with 33.23% at the same time last year. Likewise BV 008 (Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms) has also demonstrated a positive direction of travel with a quarter 2 outturn of 94.07% compared with 91.45% an increase in 2.62 percentage points on the same quarter last year. However there are also indicators which are highlighted as areas for concern; NI 195(b) one of the 'improved street and environmental cleanliness' indicators shows that the levels of detritus for quarter 2, 2009/10 is 24.33% compared with only 7.17% in 2008/09. As a result of training on surveying methods undertaken in February 2009 detritus levels appear higher. Areas are being targeted to improve sweeping and associated operations e.g. weed spraying.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Number of affordable homes delivered (gross)	NI 155	0	39	▲	94	NA	NA	10	Consistent with LAA target
The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	NI 180	134.82	230.5	▲	550	NA	NA	178.0	Continuing to proactively identify change events.
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	91.45%	94.07%	▲	95.00%	94.05%	90.64%	91.62%	
The number of racial incidents recorded by the authority per 100,000 population	BV 174	3.77	10.05	▲	Contextual measure	18.92	30.21	12.59	RAHP and BHIP have formed a joint hate incident partnership and are undertaking a comprehensive training programme with reporting centres in both districts. Once completed this could lead to an increase in the number of reports received.
Number of concessionary journeys per year	ET 015	799,014	*826,027	▲	Contextual Measure	1,498,838	1,474,325	1,614,815	Claims from 2 operators outstanding at 12 October 2009
Environment and Planning Directorate									
Processing of major planning applications determined within 13 weeks	NI 157(a)	90.91%	100.00%	▲	96%	NA	NA	93.75%	Static- Has remained at 100% for last four quarters, which is above national targets.
Processing of minor planning applications determined within 8 weeks	NI 157(b)	87.50%	97.30%	▲	90%	NA	NA	90.41%	All applications determined within timescale, improvement from last 5 quarters
Processing of other planning applications determined within 8 weeks	NI 157(c)	98.00%	98.70%	▲	95%	NA	NA	97.83%	Only 1 Application determined out of time
Satisfaction of business with local authority regulation services	NI 182	33.23%	72.37%	▲	50%	NA	NA	44.22%	Reduced admin support therefore less questionnaires being able to be chased up. This appears to be a necessity
Residual household waste per household (kg)	NI 191	294.43	*281.10	▲	575kg	NA	NA	566.74	Figures from WCC have not come through for September but estimates have been used
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.50%	1.50%	▲	6%	NA	NA	2.94%	This is a good score for the first of the 3 surveys this year, litter levels found to be very low
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	2	1	▲	2	NA	NA	2	So far the number of enforcement actions compared with numbers of fly-tips has improved since last year, and we have achieved the highest performance level possible for the first quarter
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	4.66	3.88	▲	8.00	10.62	8.53	9.60	Increase in sickness absence since previous quarter.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Housing, Leisure and Customer & IT Services Directorate									
Number of households living in temporary accommodation	NI 156	7	2	▲	15	NA	NA	10	The Housing Options team have worked extremely hard with early intervention and prevention work to keep the numbers of people requiring temporary accommodation as low as possible. There has been an increase in the number of people requiring advice regarding housing and Local Authorities in the surrounding areas have seen an increase in the number of people requiring temporary accommodation.
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BV 213	2.59	3.94	▲	6.50	2.89	4.24	7.62	The number of approaches the council is receiving for homelessness is continuing to increase however the housing advice and prevention work being offered through the Housing Options Service is finding resolutions and preventing the homelessness. Through our Housing Options Trailblazer action plan further options are becoming available to increase the housing advice and alternative housing options.
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	79.63%	92.64%	▲	85%	77%	78.20%	83.72%	Slight increase in performance from last QTR as this 2nd qtr is holiday period less jobs were raised plus 4 new operatives started in July. At full strength enabling us to achieve targets
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	25.07	19.87	▲	25 days	20	32	21.19	An improvement in performance from last QTR as this 2nd qtr is holiday period less jobs were raised plus 4 new operatives started in July. At full strength enabling us to achieve targets
One Stop Shop: Customer satisfaction	WMO 003	95.07%	95.49%	▲	96%	95.46%	95.05%	95.19%	Satisfaction this quarter has improved showing that customers continue to value the service.
Enquiries dealt with at first point of contact	WMO 004	90.83%	94.14%	▲	90%	84.57%	88.31%	92.86%	The increase in the rate of resolution illustrates the continued efforts of the service to improve training timeliness and accuracy of information as well as continually seeking ways in which to improve processes to benefit the customer.
Number of e-enabled web payments	WMO 010	4,498	7,159	▲	11,942	NA	5,175	8,530	Introduction of parking payments has assisted in increase of electronic payments

Key to Symbols			
Improving performance compared to same quarter last year	▲	No data available for the period	#
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same quarter last year	◄►	Data is provisional	*

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	16.23	17.3	▼	13	NA	NA	17.7	Holidays, JE and training new starters impacted on performance
The percentage of Council Tax collected by the Authority in the year	BV 009	58.22%	57.81%	▼	98.50%	96.67%	96.97%	97.10%	Target for September 2009 is 58.80% actual performance is 57.81 - 1% below target. Delinquent accounts are being reviewed to ensure that action is being taken and that cases are progressing through the Recovery cycle
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	73.57%	70.45%	▼	TBC	#	69.46%	69.46%	
Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	BV 079b(ii)	16.03%	15.34%	▼	TBC	#	26.39%	26.39%	Agreed new post dedicated to HB recovery - ongoing work with PDT to develop procedures
Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	BV 079b(iii)	0.56%	1.58%	▼	TBC	#	0.32%	0.32%	
Environment and Planning Directorate									
Percentage of household waste sent for reuse, recycling and composting	NI 192	31.21%	30.65%	▼	32%	NA	NA	31.43%	Figures from WCC have not come through for September but estimates have been used
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	7.17%	24.33%	▼	10%	NA	NA	7.28%	Following training undertaken in February this year on surveying methods, higher detritus levels (includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs, glass, plastic and other finely divided materials and uncollected grass cuttings) have been reported due to the assessment and grading criteria that have to be used. This has identified a performance issue and we will now develop a prioritised improvement plan with achievable timescales to target areas to improve sweeping and associated operations like weed spraying.
Improved street and environmental cleanliness - graffiti	NI 195(c)	0.67%	2.17%	▼	1%	NA	NA	0.61%	Slightly higher levels than in previous surveys but still very low levels of graffiti found
The percentage of local authority employees from minority ethnic communities	BV 017(a)	2.97%	2.73%	▼	Contextual Measure (3.43%)	3.49%	3.15%	2.80%	Increase in staff from ethnic minority communities since previous quarter.

Corporate performance indicators showing a **decline**
in performance when compared to the same quarter last year

Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Housing, Leisure and Customer & IT Services Directorate									
None									

Key to Symbols			
Improving performance compared to same quarter last year	▲	No data available for the period	#
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same quarter last year	◀▶	Data is provisional	*

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	◀	contextual measure	93.33%	100.00%	100%	RAHP and BHIP have formed a joint hate incident partnership and are undertaking a comprehensive training programme with reporting centres in both districts. Once completed this could lead to an increase in the number of reports received.
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 016	85.00%	85.00%	◀	85.00%	66.81	81.03%	80%	Target met
Environment and Planning Directorate									
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0.00%	0.00%	◀	0%	NA	NA	0.22%	No fly-posting was found in the survey in the first block of surveying for the year
Has the local planning authority met the milestones which the current Local Development Scheme sets out?	BV 200(b)	YES	YES	◀	Meet milestones set out in LDS	YES	YES	YES	LDS updated Sept 09
Percentage of conservation areas in the local authority area with an up-to-date character appraisal	BV 219(b)	100%	100%	◀	Maintain up to date character appraisal	100%	100%	100%	Static
Housing, Leisure and Customer & IT Services Directorate									
Percentage of repair appointments made that were kept by RBC	HH 018	100.00%	100.00%	◀	99%	98.00%	99.00%	100.00%	We endeavour to keep all of the appointments we make with customers and service will only fail due to unforeseen circumstances eg high levels of sick absence.

Key to Symbols			
Improving performance compared to same quarter last year	▲	No data available for the period	#
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same quarter last year	◀▶	Data is provisional	*

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 08 - 30 Sep 08	1 April 09 - 30 Sep 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	91.45%	94.07%	▲	95.00%	94.05%	90.64%	91.62%	
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	73.57%	70.45%	▼	TBC	#	69.46%	69.46%	
Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	BV 079b(iii)	0.56%	1.58%	▼	TBC	#	0.32%	0.32%	
Environment and Planning Directorate									
None									
Housing, Leisure and Customer & IT Services Directorate									
None									

Key to Symbols

Improving performance compared to same quarter last year	▲	No data available for the period	#
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same quarter last year	◄►	Data is provisional	*

Executive Committee

No Direct Ward Relevance

18th November 2009

QUARTERLY BUDGET MONITORING: APRIL - SEPTEMBER QUARTER

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

1. Summary of Proposals

The report provides the Executive Committee with an overview of the budget, including the achievement of approved savings as at the end of the second quarter 2009/10.

2. Recommendations

The Committee is asked 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 detailed in the report. The report highlights areas of financial performance which are out of line with the approved budget. Budgets will continue to be monitored during the year and reported to this Committee.

Legal

- 3.2 Under Section 151 of the Local Government Act 1972 every local authority has a duty to make arrangements for the proper administration of their financial affairs.

Policy

- 3.3 There are no policy implications.

Risk

- 3.4 Without adequate budget monitoring procedures, the Council will not achieve its objectives. The Council needs to monitor its financial performance in order that corrective action may be taken to minimise risks to the organisation.
- 3.5 There is also a risk that the Council will overspend its budget if action is not taken to monitor the delivery of planned savings during the year.

Sustainability / Environmental

- 3.6 There are no sustainability/environmental/climate change implications.

Report

4. Background

- 4.1 The Council set its base budget for 2009/10 on the 23rd February 2009. Subsequent to this Council, on the 6th April 2009, approved budget savings of £870.1k for 2009/10 to enable the authority to set a balanced budget and to fund a range of bids previously approved on the 9th March 2009. The details of the approved savings are included at Appendix 1. In addition to the approved savings for 2009/10 there is a sum of £200k built into the base budget for vacancy/turnover savings.
- 4.2 A number of the savings approved required an adjustment to the original budget because they reflect savings such as reductions in vacant posts. The value of this type of saving totals £381.4k for which the base budget has been adjusted. However, there are a range of savings totalling £488.7k which require action by officers to deliver the savings. The purpose of this report is advise on the achievement of these savings and provide an turnover forecast for 2009/10.
- 4.3 Revised Budget 2009/10

	£'000
2009/10 Approved base budget	13,179.5
add capital charges	1,357.8
	14,537.3
Approved bids	541.1
	15,078.4
Less approved savings	870.1
	14,208.3

5. Key Issues

Turnover forecast

- 5.1 Appendices 2 and 3 detail the projected turnover variances as at the end of the second quarter. The budget for 2009/10 includes £350k (£200k built into the base plus £125k addition approved 9th April plus £25k support service savings) for vacancy/turnover savings. The projected savings detailed at appendices 2 and 3 contribute towards the £350k.

Executive**Committee**

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- 5.2 The savings detailed within Appendices 2 and 3 may fluctuate during the year particularly where they relate to vacant posts. Any movement on these savings will be reflected in future monitoring reports.
- 5.3 The projected variances at the end of the second quarter are savings of £909.937.

Monitoring of approved savings (General Fund)

- 5.4 Appendix 4 details the savings achieved at the end of the first quarter against the target of £488.7k plus the £200k already built into the base budget for outturn savings.
- 5.5 At the end of September savings of £859.7k had been identified against the target of £688.7k. This would indicate that the Council is on target to deliver the approved savings although the figure for vacancy/outturn savings may fluctuate during the year. The figure of £859.7k includes savings of £321.6k in respect of the 2009/10 pay award and the re-tendering of some of the Council's energy supplies which have been taken into account in the Medium Term Financial Plan.
- 5.6 Any shortfall in savings at the end of the year will need to be met from revenue balances. General Fund balances as at the 1st April 2009 stood at £2.131million of which £255k has been allocated for reinvestment in services.

6. Other Implications

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

7. Lessons Learnt

- 7.1 None.

8. Background Papers

- 8.1 Budget monitoring report.

- 8.2 Council minutes – 23 February, 9 March and 6 April

Executive

Committee

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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

Appendix 1 - Budget savings approved 6th April 2009.

Appendix 2 – Quarterly Monitoring Directorate Summary April – September 2009.

Appendix 3 - Explanations for projected variances.

Appendix 4 - Budget Savings - position as at end of second quarter 2009/10

Budget Savings approved 6th April 2009

Description	2009/10 £'000
Budget adjusted to reflect saving/additional income -	
Planning	53.2
Corporate Training	50.0
Building Control	20.7
Head of Asset	25.0
Switchboard	3.0
In-curtilage parking	10.0
Arrow Valley Countryside Centre	24.0
Pay Award	60.0
Property Services	10.3
Licensing Officer	13.3
CLRs Personal Budgets	16.5
INCOME	
Forge Mill	10.0
Private Sector Lifeline to breakeven	28.4
Car parking (Town Hall/Trafford Park)	12.0
Dial- a- Ride	10.0
Arrow Valley Countryside Centre	10.0
Subject to ongoing monitoring -	
Pitcheroak Golf Course	42.7
Shared Services	40.0
Vacancy Management	125.0
REDI	60.0
Printing	52.0
Procurement	70.0
Committee Services	14.0
Benefits Subsidy	40.0
Community Meeting Rooms	45.0
Support Service Costs	25.0
Total savings/additional income	870.1

APPENDIX 2

Quarterly Monitoring Directorate Summary April – September 2009

Directorate	Budget	Profiled YTD Budget	YTD Actuals	Commitments	Actual + Commitments	Variance to date	Projected Outturn	Projected Variance
Chief Executive	3,697,380	2,623,124.93	2,242,827.04	52,642.00	2,295,469.04	(327,655.89)	3,389,080	(308,300)
Environment & Planning	6,055,330	2,765,532.50	2,667,192.88	96,281.00	2,763,473.88	(2,058.62)	6,101,800	46,470
Housing Services	1,031,900	299,291.57	175,221.93	31,856.00	207,077.93	(92,213.64)	970,590	(61,310)
Leisure Customer & Business Support	3,333,640	1,485,949.10	1,275,299.77	35,350.00	1,310,649.77	(175,299.33)	3,377,490	43,850
Corporate	90,000	0.00	0.00	0.00	0.00	0.00	(384,947)	(474,947)
Total:	14,208,250	7,173,898.10	6,360,541.62	216,129.00	6,576,670.62	(597,227.48)	13,454,013	(754,237)
Housing Revenue Account	80,550	(7,180,230.00)	(7,982,906.56)	0.00	(7,982,906.56)	(802,676.56)	0.00	0.00
HRA Repairs	0.00	0.00	(73,550.12)	0.00	(73,550.12)	(73,550.12)	(155,700)	(155,700)
Total:								(909,937)

Executive Committee

Appendix 3

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Budget Monitoring Apr – Sep 2009 Explanations for projected outturn variances

Acting Deputy Chief Executives Directorate

Head of Financial Revenue and Benefits Services

Cost Centre	Description	Variance £	Explanation
0103	Financial Services	(45,910)	Salary savings.
0107	Local Taxation	(30,000)	Salary savings

Head of Legal, Democratic & Property Services

Cost Centre	Description	Variance £	Explanation
0431	Investment Properties	(75,000)	Budget assumed leaseholder would give notice in March. Notice not received.
0432	Business Centres	73,300	Increase in the number of vacant units
0435	Community Related Asset Property	(52,000)	Savings on empty property rates of £27k, also £13k received for dilapidations and £11k received for a letting at Matchborough (delay in billing).
0472	Pay and Display Car Parks	6,000	The scheme has been delayed
0110	Members & Committee Services	(10,000)	Overview and Scrutiny budget no longer required
0623	Civic Suite	3,000	Reduction in number of bookings
0101	Legal Services	6,350	Legal fees from external solicitors not budgeted for.

Head of Strategy & Partnership

Cost Centre	Description	Variance £	Explanation
0706	Concessionary Travel	(174,040)	Legal fees not expected to be incurred and reduction in claims from operators.
0135	Housing Policy	(10,000)	Salary Savings
Total	Acting Deputy CEO	(308,300)	

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Environment & Planning Directorate

Head of Environment

Cost Centre	Description	Variance £	Explanation
0704	Allotments	9,000	Income forecast to be below estimate.

Head of Human Resource & Communications

Cost Centre	Description	Variance £	Explanation
0137	Payroll	12,000	Additional staff required to cover sickness.

Head of Operations

Cost Centre	Description	Variance £	Explanation
0143	Environmental Services Management	(6,000)	Salary savings of £6k.
0718	Waste Collection Team	15,000	A reduction in income due to the outsourcing of rubbish removal.
0437	Market	9,480	Reduction in income

Head of Planning & Building Control

Cost Centre	Description	Variance £	Explanation
0142	Planning Services	(48,010)	Salary savings.
0751	Planning Applications	50,000	Reduction in income
0760	Building Control	5,000	Reduction in income

Total	Environment & Planning	46,470	
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Executive Committee

Appendix 3

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Housing, Leisure and Customer Services Directorate

Head of Asset & Maintenance

Cost Centre	Description	Variance £	Explanation
0189	Housing capital	(11,000)	Salary savings (HRA)

Head of Housing & Community Services

Cost Centre	Description	Variance £	Explanation
0483	Lifeline	(3,000)	Contract re-negotiated
0499	CCTV Operating Costs	(10,000)	Contract re-negotiated
0490	Community Warden Service Support	(15,930)	Salary savings (HRA).
0187	Housing Tenancy	(33,880)	Salary savings (HRA)
0185	Data Base & Housing Performance	(9,500)	Salary savings (HRA)
0191	Income & Recovery	22,000	Increased use of debt collection agency.

Head of Leisure & Arts

Cost Centre	Description	Variance £	Explanation
0005	Hewell Road Pool	20,940	Reduction in income
0021	Arrow Vale Sports Centre	33,340	Reduction in income
0025	Kingsley Sports Centre	17,570	Reduction in income
0010	Stitch Meadow	5,000	Summer events programme, low attendance due weather.
0060	Forge Mill	23,000	Summer events programme, low attendance due weather.

Executive Committee

Appendix 3

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Head of Customer Services

	Switchboard	(9,000)	Contract savings
	One Stop Shop	(47,000)	Salary savings
Total Housing Leisure & Customer Services		(173,160)	

Housing Revenue Account

0901	Insurance	(80,000)	Savings from tendering exercise
0554	Cyclical/Prog Public Buildings	35,000	Increased testing requirements for fire alarm systems (HRA)
	Pay award	(84,000)	Pay award settled at 1%
	Energy	(26,700)	Savings from tendering exercise
Total Housing Revenue Account		(155,700)	

Corporate Costs

Cost Centre	Description	Variance £	Explanation
0901	Insurance	(10,000)	Reduction in insurance (50% HRA)
0382	Planning Delivery Grant	(120,000)	Additional grant received
0392	LAGBI Grant	(23,347)	Additional grant received
	Energy	(67,600)	Savings from tendering exercise
	Pay award	(254,000)	Pay award settled at 1%
Total Corporate Costs		(474,947)	

Summary -

Total variances	£
General Fund	683,927
Housing Revenue Account	226,010
Total	909,937

Position as at end of Second Quarter

	Target 2009/10	Actual 2009/10	Comments
	£'000	£'000	
Pitcheroak Golf Course	42.7	21.4	On target to be achieved
Shared Services	40.0		Dependant upon progress with planned projects
Vacancy Management/Outturn savings*	325.0	683.9	Monitoring has commenced. Procedure agreed and implemented. Level of savings will fluctuate during the year.
REDI	60.0	24.4	On target to be achieved
Printing	52.0	-	Unlikely to be achieved. Delayed implementation.
Procurement	70.0	70.0	Achieved
Committee Services	14.0		Not likely to be achieved.
Benefits Subsidy	40.0	40.0	On target to be achieved
Community Meeting Rooms	20.0	20.0	On target to be achieved
Support Service Costs	25.0		Added to vacancy savings
*including £200k already built into base budget			
Total	688.7	859.7	

Executive Committee

No specific Ward Relevance

18th November 2009

QUARTERLY MONITORING OF FORMAL COMPLAINTS & COMPLIMENTS QUARTER 2, JULY 2009 – SEPTEMBER 2009

(Report of the Head of Strategy and Partnerships/Head of Customer & IT Services)

1. Summary of Proposals

This report provides a view on aspects of the Council's Formal Complaints Procedure. It shows the numbers of complaints at each Stage (Formal, Complaint Appeal and Ombudsman) whether they were responded to on target and what has been learnt/service improvements that have been made.

The report also shows the compliments recorded during the same period and details the Ombudsman Enquiry response times and outcomes.

This report provides Members with an opportunity to review the Council's performance for quarter 2 of the 2009/10 financial year and to comment upon it.

2. Recommendations

The Committee is asked to RESOLVE that

the update on complaints and compliments for the period July 2009 – September 2009 be noted and commented upon.

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

Financial

- 3.1 Poor performance may have an impact on the financial position of the authority.

Legal

- 3.2 No particular legal issues arising from this report – any legal issues arising from complaints or compliments are dealt with on a case by case basis.

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Policy

- 3.3 No particular issues arising from this report – any policy issues arising from complaints or compliments are dealt with on a case by case basis.

Risk

- 3.4 Without analysing the Council's complaints or compliments the Council cannot identify whether there are any patterns to complaints / compliments which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer.

Sustainability / Environmental

- 3.5 No particular issues arising from this report – any issues arising from complaints or compliments are dealt with on a case by case basis.

Report

4. Background

- 4.1 The Council's Formal Complaints Procedure has the following stages:

Formal Complaint	Relevant Director for that service areas responds. Target for response 10 working days.
Complaint Appeal	Joint Chief Executive investigates and responds. Target for response 10 working days.
Member Complaint Appeal	Panel of Members consider complaint. Committee Services respond on Panel's behalf. No target set for response time.
Ombudsman	Joint Chief Executive investigates and responds. Target of 28 working days (set by Ombudsman)

- 4.2 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

Executive Committee

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5. Key Issues

Basis of Quarterly Reporting

- 5.1 The report sets out the statistical details of Formal Complaints, Complaint Appeals, Member Complaint Appeals and Ombudsman Enquiries.
- 5.2 This will enable a baseline to be set for further reporting and monitoring. Member involvement in monitoring performance for the remainder of the 2009/10 reporting year will involve:

Quarter	Period	Member Group	Purpose of reporting
3	Oct – Dec	February Executive Committee / Overview and Scrutiny Committee	Receive quarter 3 statistics and to recommend any improvements to services
4	Jan – Mar	May Executive Committee / Overview and Scrutiny Committee	Receive annual outturn statistics and to recommend any improvements to services

- 5.3 It was reported in the first quarter (April-June) monitoring that only 50% of Formal Complaints and Complaint Appeals were responded to on time. The response time target is 10 working days. Officers have pursued an improvement in this area and actions have been successful. Response times have increased to 74% on target for Formal Complaints and 80% for Complaint Appeals.
- 5.7 The Audit Commission monitors the Ombudsman Response times and these are used in Audit Commission reports/reviews including Direction of Travel and Service Reviews.
- 5.8 The Ombudsman Response times have improved from 28 days at the end of Quarter One to 25 days at the end of Quarter Two.
- 5.9 The Ombudsman Response times have improved greatly over the past two years, following efforts by officers.

Year	Number of Enquiries	RBC average days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days

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6. Other Implications

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

Social Inclusion : None specific.

7. Lessons Learnt

Appendix 1 and 4 shows the lessons learnt and service improvement.

8. Background Papers

The details to support the information provided within this report are held by Joint Chief Executive/Directors/Personal Assistants.

9. Consultation

There has been no consultation other than with relevant Borough Council Officers.

10. Author of Report

The author of this report is Susan Tasker (Senior Personal Assistant), who can be contacted on ext. 3299 (e-mail: susan.tasker@redditchbc.gov.uk) for more information.

11. Appendices

Appendix One : Monitoring data 1st Quarter (April-June).

Appendix Two : Quarterly Complaints Statistics.

Appendix Three : Quarterly Compliments Statistics.

Appendix Four: What has been learnt and Service Improvements.

Appendix 1

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COMPLAINTS MONITORING July - September 2009-10 (2nd Quarter)

Formal Complaints (Stage 2)

	Number of complaints	Target met (response within 10 working days)	Complaint Justified	Complaint Partly Justified	Complaint Not Justified	Still awaiting response from officers (whether justified or not)
1 st Quarter	18	9 (50%)	3	5	10	-
2 nd Quarter	23	17 (74%)	2	8	12	1

Details of those Justified or Partly Justified

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Landscape	Garden maintenance – grass growth	Justified	Instruction issued to complete scheduled works asap. Unable to mow so spraying required.	Work not done in accordance with maintenance schedule – brought to attention of Environmental Operations Supervisor

Appendix 1

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Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Waste Collection	Overflowing Dustbins	Partly	Standard family home with two bins, kept in the alleyway and this seems fine. Neighbouring property converted into four flats. Three bins were left out which were empty, with no rubbish by them. There were however bulky items left in the front garden. This is a private property and no bulky items booked in for collection. Therefore, no Waste Collections rules are being broken. Officers have been asked to consider if other enforcement action is appropriate to get the site tidied.	None but will continue to monitor
Housing Options	How housing application was handled.	Partly	Letter sent out in error re rent arrears – apology made. Offer now made for property and accepted.	No service improvement required in this instance.
OSS/Special Needs (Tenancy)	Contact Centre, Special Needs information and Housing application	Partly	Apologies for misunderstanding re Contact Centre. The tenant has been visited and a recommendation given for ground floor accommodation	Questions raised when particular repairs are reported to the Contact Centre will be reviewed.

Appendix 1

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Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Bereavement Services/landscaping	Issues about weed spraying at the cemetery	Justified	Explanation of actions in writing following investigation, including written apology. Discussion with Manager and complainant re options to rectify although may be no short term solution	Review situation, discuss options and look to introduce a new method prior to next application (spraying). Staff selection and training to be considered for this task in future.
Income	Cancellation of gym membership and attitude of member of staff	Partly	Discussed with member of staff customer's perceived view of the Council. Although resident was aware of cancellation procedure, response times need to be reviewed.	Introduce a service standard within Income Team's own standards of expected times for gym membership cancellation responses.
Antisocial Behaviour/Tenancy	ASB – no communication despite submission of diary sheets. Tenancy – insensitive letter	Partly	Complaint of ASB had been addressed by officers, however, an apology was given if a letter sent by Tenancy was misconstrued.	One off situation.
Waste Collection	Waste not collected	Partly	Apology made for failing to empty bin	Service Standards examined and amended as necessary

Appendix 1

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Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Waste Management, Landscape & Environmental Services	Problems with litter, grass cutting and lack of dog bins	Partly	Mowing of grass was complete and to standard. Weed spraying was not to standard. Requests for Mayfields Park checked on system, and two found. Head of Operations and Environmental Operations Manager investigating some ongoing issues.	Request for area to be weed spraying was completed on the 22/09/09. Request to be logged regarding dog bins for area to be monitored by Enforcement Officer.
Benefits	Told not eligible for Benefits, but has no income and recently threatening letters from Revenues following cancellation of DD.	Partly	Original decision revised and CT Benefit awarded. Apologised delay in response.	Review work distribution options to allow more accountability and consistency. Reminder to staff about prioritising items. Bt December 2009.

Complaints Appeals (Stage 3)

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 st Quarter	4	2 (50%)	0
2 nd Quarter	10	8 (80%)	0

Appendix 1

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Member Complaint Appeals (Stage 4)

	Number
1 st Quarter	1
2 nd Quarter	3

Appendix 1

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COMPLAINTS MONITORING JULY-SEPTEMBER 2009-10 (2nd Quarter)

OMBUDSMAN MONITORING - 2009/10 Response times & Outcomes

Complaint (service)	Quarter received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time (cumulative)	Outcome
Property Services	1 st	22 04 09	16 05 09	09 06 09	48 days	48 days	Local Settlement - £500 compensation & waiver of £121 legal costs
Housing recharges	1 st	24 04 09	18 05 09	08 05 09	14 days	31 days	No maladministration
Housing Options	1 st	02 06 09	26 06 09	23 06 09	21 days	28 days	Ombudsman's Discretion – No Maladministration. Asked Council to consider : Consideration of a) whether someone fleeing violence should pay rent on two properties and b) need to discuss with households entering temporary accommodation whether there are any particular difficulties in storing belongings.

Appendix 1

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Complaint (service)	Quarter received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time (cumulative)	Outcome
Housing Repairs	2 nd	01 07 09	24 07 09	21 07 09	21 days	26 days	No maladministration
Homelessness	2 nd	08 07 09	01 08 09	27 07 09	20 days	25 days	No maladministration

Year	Number of Enquiries	RBC average days
03/04	-	66.7 days
04/05	-	36.4 days
05/06	-	22.5 days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days

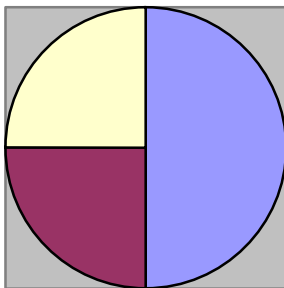
Redditch Borough Council Quarterly Complaints Statistics



July-September 2009

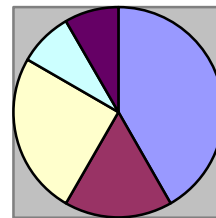
There were a total of 23 complaints in the last quarter

DEPUTY CHIEF EXECUTIVE DIRECTORATE



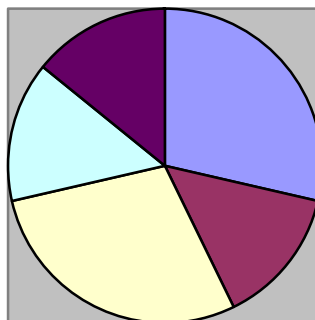
■ Benefits (2) ■ Property(1) □ Revenues (1)

ENVIRONMENT & PLANNING DIRECTORATE



■ Waste (5) ■ Planning (2)
 ■ Landscape (3) ■ Bereavement Svs (1)
 ■ Environmental Health (1)

HOUSING, LEISURE & CUSTOMER SERVICES DIRECTORATE



■ Leisure (2) ■ OSS (1)
 ■ Housing Options (2) ■ Repairs (1)
 ■ Tenancy (1)

What did you complain about?

The majority of complaints related to Waste & Landscape related issues.

What did we do about this?

We addressed each case individually, and tightened up our procedures. We have reviewed/improved services where possible

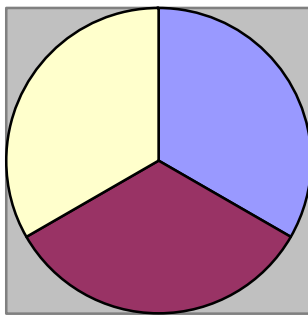
Redditch Borough Council Quarterly Compliment Statistics



July - September 2009

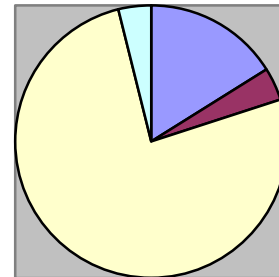
There were a total of 66 compliments in the last quarter

DEPUTY CHIEF EXECUTIVE DIRECTORATE



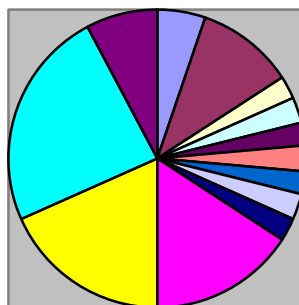
Financial Svs (1) Policy (1) Legal (1)

ENVIRONMENT & PLANNING DIRECTORATE



Building Control (4) Development Control (1)
Landscape & Countryside/Cleansing (19) Dial A Ride (1)

HOUSING, LEISURE & CUSTOMER SERVICES DIRECTORATE



Aids & Adaptions (2) Capital (4) Care & Repair (1)
Housing Options (1) Income (1) IT (1)
OSS (1) Leisure (1) Performance (1)
Wardens (6) Repairs (7) Sure Start (9)
Tenancy (3)

What did you compliment?

The majority of compliments related to Landscape & Countryside/Cleansing, Wardens, Surestart and Repairs

Redditch Borough Council Quarterly Complaints Statistics



July - September 2009

What we Learnt and Service Improvement

Issue	Action Taken/Improvement
Overflowing dustbins	Continue to closely monitor
Planning Permission	Ongoing liaison with Committee Services and Member training relating to Planning Committee
Special Needs Adaptations in homes	Change to procedure when particular repairs are reported to Contact Centre.
Weed spraying at cemetery	Explore options leading to introduction of new method of working.
Cancellation of Gym Membership	Introduce service standard within Income Team's own standards of expected times for gym membership cancellation responses.
Various	For a number of complaints we also: <ul style="list-style-type: none"> • Information clarified with & explained to customer • Spoken to staff and extra training given

Executive Committee

All Ward Relevance

18th November 2009

REVENUE AND CAPITAL BIDS 2009/10 TO 2012/13

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

1. **Summary of Proposals**

To present to members a number of revenue and capital bids for the financial years 2009/10 to 2012/13 for consideration and approval subject to the availability of resources.

2. **Recommendations**

The Committee is asked to RECOMMEND that

- 1) the General Fund revenue bid set out in Appendix 1 in respect of the current financial year, if it is determined should proceed be approved, and funded from General Fund revenue balances;
- 2) the General Fund capital bid set out in Appendix 2 in respect of the current financial year, if it is determined should proceed be approved, and funded from General Fund revenue balances;
- 3) those of the General Fund revenue bids set out in Appendix 1 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources;
- 4) those of the General Fund capital bids set out in Appendix 2 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources;
- 5) the Housing Revenue Account capital bid set out in Appendix 2 in respect of the current financial year, if it is determined should proceed be approved, and funded from Housing Revenue Account revenue balances;
- 6) those of the Housing Revenue Account revenue bids set out in Appendix 1 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources; and

- 7) **those of the Housing Revenue Account capital bids set out in Appendix 2 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources.**

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

Financial

- 3.1 The financial implications are detailed in the report.

Legal

- 3.2 There are no specific legal implications.

Policy

- 3.3 There are no specific policy implications

Risk

- 3.4 There is a risk that a capitalisation direction will not be approved in respect of the severance costs associated with the implementation of the Single Management Team. This will have a direct impact on General Fund revenue balances and the Council's ability to approved the unavoidable and high revenue and capital bids without the need to make budget savings. There is also risk that the VAT refund may not be received until 2011/12.

Sustainability / Environmental

- 3.6 Any sustainability / environmental / climate change implications are included in the report.

Report

4. Background

- 4.1 Members considered the Medium Term Financial Plan for the period 2010/11to 2012/13 at the 22nd July 2009 meeting of this committee. The forecast for the period showed that provided that assumptions made for reasonable accurate and the cost of job evaluation was contained within a 3% increase in the pay bill that there would be a requirement for savings in 2012/13. It was recognised that it may be feasible to address this budget gap through the Shared Services Programme. The forecast did not make any allowance for potential bids and acknowledged that any bids would need to be funded from additional savings.

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5. Key Issues

- 5.1 Since the Medium Term Financial Plan was considered Members have approved a number of bids as follows:

	2009/10 £'000	2010/11 £'000
General Fund -		
Revenue approvals		
Review of Arrow Valley Countryside Centre	10.2	
Redevelopment of Church Hill District Centre	19.9	
Shared Service – ICT		30.0
Benefit Service – post to recover overallowed benefits	15.0	30.0
Total GF revenue approvals	45.1	60.0
Capital approvals		
Cremator Replacement and Building Upgrades (to be funded from ongoing revenue contributions to capital)		757.5
Shared Service – CCTV/Lifeline		150.0
Shared Service – ICT		119.0
Total GF capital approvals	0.0	1,026.5
Housing Revenue Account (to be funded from HRA reserves)		
Roofing repairs	50.0	50.0
Footpath improvements	100.0	100.0
Total HRA revenue approvals	150.0	150.0

- 5.2. The General Fund capital approvals will have an ongoing impact on the revenue accounts because of the need to borrow. The General Fund revenue and capital approvals will be as follows:

2009/10 Approvals - Revenue implications	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
Revenue	45.1	60.0	60.0	60.0
Capital	0.0	6.1	39.0	39.0
Total Budget Pressures	45.1	66.1	99.0	99.0

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5.3. General Fund Revenue Bids

Officers have identified a number of budget pressures that have either been deemed “unavoidable” or “high” priority. Unavoidable includes the ongoing effects of pressures during 2009/10 together with any emerging pressures. A high pressure is something that is in direct pursuit of the Council’s priorities. Each unavoidable and high pressure has a specific “funding request” schedule completed which reflects how the funding required meets the Council’s objectives.

- 5.4. Revenue bids totalling £754,960 have been proposed in respect of the 2010/11 financial year, of which £282,600 relates to one-off bids. The impact of these bids in 2011/12 reduces to £444,760 and to £440,260 in 2012/13 because of the variations in the amounts required each year and the duration of each proposal. The bids have been categorised into unavoidable, high, medium and low. Only those classified as unavoidable and high are included in the budget proposed as follows:

Revenue bids	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
Unavoidable	0.0	60.2	24.2	16.2
High	50.0	460.0	315.0	320.0
Total Budget Pressures	50.0	520.2	329.5	328.5

- 5.5. The details of the bids are included at Appendix 1 - this includes the details of the bids categorised as medium or low for Members information.

General Fund Capital Bids

- 5.6. In addition to the revenue bids detailed in Appendix 1 there are 23 bids for General Fund capital resources (see Appendix 2). These have also been categorised into unavoidable, high, medium and low. There is one bid for the current financial year for £34,000. The bids for 2010/11 total £802,475. There is a further requirement in 2011/12 of £165,000 and £845,000 in 2012/13. The table below sets out impact of those bids classified as unavoidable or high.

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Capital bids	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
Unavoidable	34.0	0.0	0.0	0.0
High	0.0	425.0	165.0	845.0
Total Budget Pressures	34.0	425.0	165.0	845.0

- 5.7. The Council does not have sufficient capital receipts available to fund these and therefore, if approved, there will be a direct impact on the General Fund revenue account in terms of borrowing costs over the beneficial life of the individual schemes. Some of the schemes also have ongoing maintenance costs which will impact on the revenue account.

Revenue implications	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
Unavoidable	0.4	7.7	7.7	7.7
High	0.0	10.7	70.7	112.9
Total Budget Pressures	0.4	18.4	78.4	120.9

- 5.8. The detailed implications of the bids categorised as either unavoidable or high have been included at Appendix 3.
- 5.9. Housing Revenue Account (HRA) – Revenue Bids

Appendix 1 details 3 bids for HRA revenue resources totalling £63,000 for 2010/11, £49,000 for 2011/12 and £187,000 for 2012/13. These have also been categorised into unavoidable, high, medium and low.

HRA Revenue bids	2010/11 £'000	2011/12 £'000	2012/13 £'000
Unavoidable	63.0	49.0	62.0
High	0.0	0.0	125.0
Total Budget Pressures	63.0	49.0	187.0

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5.10. Housing Revenue Account (HRA) – Capital Bids

Appendix 2 details 5 bids for HRA capital resources, including the 2012/13 proposed Decent Homes Programme. These have been categorised unavoidable, high, medium and low. In addition to the bids for the period 2010/11 to 2012/13 there is a bid for £50,000 for the current financial year.

HRA Capital bids	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
Unavoidable	50.0	230.0	110.0	6,020.0
High	0.0	220.0	400.0	0.0
Total Budget Pressures	50.0	450.0	510.0	6,020.0

5.11 The above bids with the exception of approximately £3.7 million of the Decent Homes Programme will need to be funded from borrowing. The existing Decent Homes Programme is partially funded from the Major Repairs Allowance (housing subsidy). The future of the HRA Housing Subsidy system is currently subject to consultation the outcome of which is likely to impact in 2012/13, if not before. In the absence of any firm indications of the likely outcome of the review it has been assumed that the current level of resource available from within the HRA will continue to be available to partially fund the Decent Homes Programme.

5.12 The estimated cost of funding the above bids from borrowing is as follows:

HRA Revenue implications	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
Unavoidable	0.6	7.4	15.1	69.8
High	0.0	4.9	16.7	23.4
Total Budget Pressures	0.6	12.3	31.8	93.2

The revenue implications of both the HRA revenue and capital bids could, in the absence of adequate HRA revenue balances in future years, be funded from the HRA Reserve that currently stands at £4.4 million.

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Summary – General Fund

- 5.13 Based on the assumptions included in the Medium Term Financial Plan, the implications of the 2009/10 budget approved and the unavoidable and high revenue and capital bids, the estimated position for the next three years is as follows:

	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
GF balances 31st March	2,131.2	1,658.7	924.8	750.0
less forecast use of balances	-31.0	-475.2	-630.4	-244.6
Assume VAT refund not rec'd till 2010/11	-346.0	346.0		
2009/10 approvals	-45.1	-66.1	-99.0	-99.0
Pressures				
Unavoidable and high revenue bids	-50.0	-520.2	-339.1	-338.2
Revenue implications of unavoidable and high capital bids	-0.4	-18.4	-78.4	-120.9
Budget gap			972.2	802.7
Forecast GF balances c/fwd	1,658.7	924.8	750.0	750.0

- 5.14 The above table shows that budget savings will be required in order to set a balanced budget in 2011/12. The level of savings required may be reduced by the savings arising from the implementation of the RBC/BDC Shared Services Programme. The level of future savings will also be dependant upon progress with the Programme. Some savings from shared services have already been factored into the base budget as part of the budget savings exercise last year.
- 5.15 The forecast use of balances takes in account a potential increase in the pay bill for 2010/11 of 3% for Job Evaluation.

Single Management Team

- 5.16 The implementation of the Single Management Team is estimated to cost each authority £478,861 in terms of severance costs. In the absence of a capitalisation direction the Council will be required to meet these costs from revenue balances. This would directly impact on the Council's ability to approve all the unavoidable and high

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General Fund revenue and capital bids without the need to make budget savings in respect of the 2010/11 financial year.

- 5.17 The Council outcome of any capitalisation submission will not be known until January 2010.

Formula Grant

- 5.18 The Medium Term Financial Plan assumes that there will be no increase in Formula Grant over the next three years. However, other authorities have assumed that there may be up to a 5% reduction in grant. This could mean a reduction of up to £322k from 2011/12.
- 5.19 In order to prepare for a potential shortfall in 2011/12 and to minimise the risk of operating with the approved minimum level of revenue balances officers will prepare a basket of savings options and a timetable for members consideration.

6. Other Implications

Asset Management	-	The non-approval of some bids may affect the Council's ability to adequately maintain some of its assets
Community Safety	-	None
Human Resources	-	None
Social Exclusion		None

7. Lessons Learnt

None

8. Background Papers

Medium Term Financial Plan.
Revenue and Capital Bid forms completed by budget holders.

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

Appendix 1 – Revenue Bids 2009/10 to 2012/13

Appendix 2 – Capital Bids 2009/10 to 2012/13

Appendix 3 – Detailed Revenue Implication of capital schemes

Potential Revenue Bids		2009/10	2010/11	2011/12	2012/13	Commentary	Link to Priorities
No.	Description	£	£	£	£		
1	Legionella control - additional funds		10,500	14,500	6,500	At present the stored water system are cleaned and disinfected and tested for legionella and TVC's yearly as a control measure. If control measures are to remain effective, then regular monitoring of the systems are essential.	Well Managed Organisation
2	CRB checks (every 3 years) (part HRA to be confirmed)		30,000			Process now changed, all current employees who deal with vulnerable people will need to be checked every three years. Risk - statutory requirement	Safe, Well Managed Organisation
3	Review of Retail & Leisure Needs Assessment		10,000			Refresh to take account of Town Centre Strategy outcomes, RSS and economic climate	
4	Members' Remuneration Allowances		9,710	9,710	9,710	Contingency based on Independent Remuneration Panel recommendations.	Well Managed Organisation
	Total Unavoidable	0	60,210	24,210	16,210		
	High						
5	Public Building Repairs and Maintenance - increase		110,000	110,000	110,000	Current budget does not allow for redecoration, routine repairs, fire reform, health and safety, DDA regulation work or scale of repairs backlog. Risk - Poor perception of the buildings by users, particularly the leisure buildings. Deterioration of the structure of the buildings. Current backlog of maintenance is £5.4m.	Well Managed Organisation
6	Repairs and Maintenance - Street Lighting		6,000	6,000	6,000	Bid is to allow the standards of maintenance to reach minimum acceptable levels. Risk - areas will in time become unlit leading to public safety and anti-social behaviour concerns. Existing units are of obsolete design and performance.	Well Managed Organisation
7	Land Drainage				7,000	Additional to amount included in base budget	Well Managed Organisation

Description	2009/10		2010/11		2011/12		2012/13		Commentary	Link to Priorities
	£		£		£		£			
8 Landscape Maintenance			100,000		100,000		100,000		This bid will permit the continuation of the current level of ground maintenance service. The current budget is dependant upon £200k of Section 106 contributions. This level of contribution is unsustainable.	Cleaner , Greener
9 Direct Action - Enforcement			25,000		25,000		25,000		Budget to enable officers to take action to clear properties and sites, when all other enforcement action has failed. The Council can recover any costs incurred as a result of this type of action. Risk - action will be reliant on protracted negotiations with site owners.	Clean and Green Borough
10 Core Strategy legal compliance check - barrister appointment			7,000						All DPDs are recommended to be checked for legal compliance in advance of publication.	
11 Core Strategy Soundness Compliance Check - barrister appointment			7,000						All DPDs are recommended to be checked for soundness compliance in advance of publication.	
12 Core Strategy DPD Examination					50,000		50,000			
13 Joint Evidence base for Redditch/Bromsgrove Sustainable Urban Extension (?2009/10 and 2010/11)		50,000	50,000						To bring forward a SUE to the north of Redditch to meet the requirements of the WMRSS. Any unspent monities during 09/10 to be carried forward to 10/11.	
14 Job Evaluation			50,000						Resource required to complete work on Single Status. Risk - no resource to complete Job Evaluation.	Well Managed Organisation
15 Workforce Planning			25,000						Funding required for ongoing work. Risk - adverse comment by Audit Commission. Qualified comment made in 2008/09.	Well Managed Organisation
16 Urban Design Advice			10,000						Required to advise on the allocation sites in the Site Allocations and Policies DPD and potential capacities. Work may also be associated with further SHLAA annual review. Possible also work for SPD sites.	
17 Grant for manufacturing companies			9,000		9,000		9,000		To deliver action 1.2 of the Redditch Economic Development Strategy - a grant to assist businesses to implement recommendations by MAS.	Enterprising Community

		2009/10	2010/11	2011/12	2012/13	Commentary	Link to Priorities
	Description	£	£	£	£		
18	Diversification Research Report		10,000			To provide an evidence base to support the proposal.	Enterprising Community
19	Business Prospectus		1,000			To produce a Redditch prospectus.	Enterprising Community
20	Business Events		3,000	3,000		to encourage businesses to be embedded in the area and to minimise the risk of relocation.	Enterprising Community
21	Young Entrepreneur of the Year Award		1,000	1,000	1,000	Action aims to recognise and promote entrepreneurialism in young people.	Enterprising Community
22	Grant fund for school projects		3,000	3,000		Action aims to foster economic ambitions in young people and improve link between education providers and business.	Enterprising Community
23	Uplift to marketing budget		8,000	8,000	8,000	Action to improve the promotion of Redditch as a business location.	Enterprising Community
24	Town Centre Strategy		35,000			Progressing quick wins as set out in Town Centre Strategy to be added to £58,000 already located in S106 fund.	Enterprising Community
	Total High	50,000	460,000	315,000	322,000		
	Medium						
25	Street Nameplates		8,000	8,000	8,000	Bid is to allow the standards of maintenance to reach minimum acceptable levels. Risk - backlog of maintenance will not be addressed.	Safe and Well Managed Organisation
26	Climate Change Project Officer		16,050	16,550	17,150	The bid is to create a joint (1/2 funded by BDC) post of Climate Change Project Officer to support the Climate Change Manager post. Risk - Without a support project officer, the opportunity to rapidly progress actions to fulfil the Climate Change Strategy will be lost. We could also miss out on funding opportunities.	Enterprising, Safe, Cleaner and Greener and Well Managed Organisation

		2009/10	2010/11	2011/12	2012/13	Commentary	Link to Priorities
	Description	£	£	£	£		
27	Tree Review		40,000			Change in statutory framework and out of date existing records that have needed reviewing for a long time, means review now needs to happen within a prescribed timescale. One off piece of work required to carry out survey, and follow up with revocation and designation including legal and admin support work and community/owner consultation in compliance with regs.	
28	Member Development		20,000	20,000	20,000	Programme to be developed by Member Development Steering Group further to adoption of Members' Role Descriptors, towards WMLGA Charter Award.	Well Managed Organisation - check existing budget
29	Redditch Matters - fourth edition		18,000	15,000	10,000	Bid to produce a four editions of Redditch Matters.	Well Managed Organisation
30	New post Assistant Play Area Technical Officer		22,700	23,600	24,500	Due to the stock now totalling over 50 major sites and the new sites due to come on line through the Play Builder Programme the current post holder is unable to cover the facilities as recommended by ROSPA. Risk - potential increase in insurance claims.	Enterprising Community, Safe
31	Funding for business engagement		15,000	15,000	15,000	Action aims to encourage businesses to be embedded in the area and to minimise relocation.	Enterprising Community
32	Business Start Up Grant		5,000	5,000	5,000	To encourage more people to start businesses.	Enterprising Community
33	Careers Fair		1,000	1,000	1,000	To inform students about career opportunities in Redditch and foster economic ambitions in young people.	Enterprising Community
34	Placement Programme for Local Authorities and Public Sector Organisations		1,400	1,400	1,400	To support the priority of reducing out-migration of skilled young people.	Enterprising Community
35	Membership of Worcestershire Conference Desk		2,600			Aims to promote Redditch's "offer"	Enterprising Community
36	XL Clubs		10,000				Enterprising Community
37	Cemetery Development		75,000			Evaluation of suitability of proposed burial sites within the Borough.	Well Managed Organisation
	Total Medium	0	234,750	105,550	102,050		

		2009/10	2010/11	2011/12	2012/13	Commentary	Link to Priorities
Description	£	£	£	£	£		
Low							
Total GF Revenue Bids	50,000	754,960	444,760	440,260			
Housing Revenue Account							
Unavoidable							
1 Legionnella - Sheltered Schemes		18,500	4,500			At present the stored water system are cleaned and disinfected and tested for legionella and TVC's yearly as a control measure. If control measures are to remain effective, then regular monitoring of the systems are essential. More frequent inspection/cleansing for vulnerable groups.	Safe and Well Managed Organisation
2 Servicing and Inspection of all fire equipment, smoke detectors and emergency lighting to landings and stairways.		44,500	44,500	12,500	49,500		Safe and Well Managed Organisation
Total Unavoidable	0	63,000	49,000	62,000			
High							
3 Unadopted paved areas				125,000		Subject to cairification HRA subsidy review	Safe and Well Managed Organisation
Total High	0	0	0	125,000			
Total Housing Revenue Account	0	63,000	49,000	187,000			

Potential Capital Bids									
		2009/10	2010/11	2011/12	2012/13	Revenue Implications			
	Description	£'000	£'000	£'000	£'000	£'000		Commentary	Link to Priorities
	General Fund								
	Unavoidable								
1	Income Management Upgrade	34,000				2800		Upgrade of Income Management System for Payment Card Industry Data Security Standards (PCI DSS) compliance and connection to ELMS (Licensing Portal). Risk - inability to take electronic payments. Financial penalty for failure to connect to ELMS.	Well Managed Organisation
	Total Unavoidable	34,000	0	0	0	2,800			
	High								
2	Disabled Facilities Grants		40,000	65,000	575,000			Members consideration of proposals for future funding - Exec. Feb 2010.	
3	Lifetime Grants				150,000				
4	Energy Management System (previously considered as Medium Priority)		100,000			2000		Potential for savings in energy costs and ongoing system maintenance costs. Current system costs £10k pa. Risk - parts for current system are now obsolete and platform (windows 95) redundant.	Clean and Green

	Description	2009/10				2010/11				2011/12				2012/13				Revenue Implications		Commentary	Link to Priorities
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000				
5	Replace culvert/footbridge - Church Hill Brook (nr Exhall Close/Loxley Close)		20,000															Significant restriction to flows leading to unreasonable levels of flood risk to nearby residential properties. Risk - History of flooding in the area.	Clean and Green		
6	Upgrade Street Lighting - r/o Foxlydiate Crescent (3 areas)		25,000															Area poorly lit due to age of lighting columns that are now in a dangerous condition. Risk - personal injury or property damage.	Clean and Green, Safe		
7	Footpath Improvements (2 locations) - Church Hill Brook (nr Church Hill Way and Walkers Road)		20,000															Footpaths require raising locally in order to deflect waters back into the existing channel. Risk - history of flooding in the area.	Enterprising Community, Clean and Green, Safe and Well Managed Organisation		
8	Church Hill Brook (Moons Moat Drive) - Culvert 74 improvements									10,000								Location principle collection point for any waterborne debris within Church Hill Brook. Risk - health & safety risk to operatives due to the design of the grille.	Clean and Green Safe		
9	Improvements to culverts and re-cut ditch - Pitcheroak Woods r/o 237 - 249 Bromsgrove Road		40,000															Proposal to restore former open channel as a more effective in dealing with any residual overland flows. Risk - flood risk to adjacent properties. Also regular source of high maintenance.	Clean and Green, Safe, Well Managed Organisation		

	Description	Revenue Implications					Commentary	Link to Priorities
		2009/10	2010/11	2011/12	2012/13	£'000		
10	Culvert Improvements - Batchley Brook Ex Pond outlet - Batchley Road				10,000		Existing culvert has unsatisfactory entry arrangements causing problems of high maintenance during storm conditions. Risk - health & safety risk to operatives. Should the high-level grilles fail, danger of unauthorised or accidental access to the culvert.	Clean and Green, Safe, Well Managed Organisation
11	Plant/equipment replacement		100,000	100,000	100,000		Continued replacement of the authorities major items of equipment and plant as part of the standing annual plant replacement programme	Clean and Green
12	Crossgates- Security improvements		80,000				Security improvements are required at Crossgates Depot as there has been a significant amount of crime relating to this site, with 24 incidents reported to the police since 2000 at a cost in items alone of around £37,000	Well Managed Organisation that is safe clean and green
	Total High	0	425,000	165,000	845,000	2,000		
	Medium							

	Description	Revenue Implications					Commentary	Link to Priorities
		2009/10	2010/11	2011/12	2012/13	£'000		
13	Sub Regional Choice Based Lettings		15,000			5000	The enhanced service would allow more choice for people on the council's housing waiting list. Risk - Redditch would be the only LA not to have signed up to the Sub Regional CBL.	Enterprising Community.
14	Desktop Software Upgrade (move to 2003 standard with flexibility to move to latest product (2010) to be released next year.		83,000				Provision of office productivity suite licensing for desktop/laptop computers. Risk - unable to effectively participate in shared and collaborative working. BDC already able to move to 2010 version.	Well Managed Organisation, Transformation Government Strategy
15	Forge Mill Museum - Replacement Education Resource Room		55,000				Redevelopment of the Cloisters Area to provide an Education Room. Risk - no facility to deliver Education Programme at Forge Mill.	Enterprising Community, Safe
16	Kingsley College - replacement squash heating.		20,000				To provide new Ambi-rad squash heating. College unable to contribute 50% of cost. Risk - reduced usage and customer satisfaction.	Enterprising Community, Safe, Clean
17	Forge Mill Museum - Interpretation Project		12,000				Large screen TV with Audio introduction to start Museum Tour.	Enterprising Community, Safe

	Description	2009/10				2010/11				2011/12				2012/13				Revenue Implications	Commentary	Link to Priorities
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000				
18	Forge Mill Museum - hand held units 3D images of museum displays		15,000													Provide hand held units which offer a 3D visual and audio tour of Forge Mill. Risk - museum experience becomes stagnated, resulting in lower usage and income.	Enterprising Community, Safe			
19	Allotments - water supply		35,475													To provide piped water to 2 allotment sites currently without water and to add to existing supply on 2 other allotments. Risk - sites without water may become under used.	Enterprising Communities, Clean and Green			
20	Pond Flooding - Morton Stanley Park		8,000													Details to follow				
21	Public Access to IDOX		10,000													To allow public access to Building Control records via the internet				
22	Loan fund for business start up for young people		20,000													To encourage entrepreneurialism in young people and to improve new business survival rates				
	Total Medium	0	273,475	0	0	0	0	0	0	0	0	0	0	0	5,000					
	Low																			
23	Allotments - fencing		104,000													Security fencing to Church Hill and Tilehouse allotments to reduce incidence of theft. Risk - continued or increased crime on the sites.	Enterprising Communities, Safe, Clean and Green			

Description	2009/10	2010/11	2011/12	2012/13	Revenue Implications		Commentary	Link to Priorities
	£'000	£'000	£'000	£'000	£'000	£'000		
Total Low Bids	0	104,000	0	0	0	0		
Total General Fund Capital Bids	34,000	802,475	165,000	845,000	9,800			
Housing Revenue Account								
Unavoidable								
1 Decent Home Programme				5,320,000			Continuation of Decent Home Programme	Well Managed Organisation
2	50,000	80,000	110,000	700,000			Additional funds are required in the years 2009/10 to 2011/12 to deal with the increased demand for the installation of larger works e.g. stair lifts and building works.	Enterprising and Safe
3 Installation of fire and smoke detection equipment (continuation of project)		150,000						
Total HRA Unavoidable	50,000	230,000	110,000	6,020,000				
High								
4 Upgrade of security doors to communal blocks		120,000	100,000					
5 Solid external wall insulation		100,000	200,000					
6			100,000					
Housing Management System replacement					20,000		Transfer from a property based system to a person centred system. Upgrade to current system.	

Description	2009/10	2010/11	2011/12	2012/13	Revenue Implications		Commentary	Link to Priorities
	£'000	£'000	£'000	£'000	£'000	£'000		
Total HRA High	0	220,000	400,000	0	0	20,000		
Total HRA Capital Bids	50,000	450,000	510,000	6,020,000				

Revenue Implications - MRP, interest and ongoing maintenance charges

	Description General Fund	2009/10 £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000	Future Years £'000	Total
	Unavoidable						
1	Income Management Upgrade	0.4	7.7	7.7	7.7	7.7	77.7
	Total Unavoidable	0.4	7.7	7.7	7.7	7.7	77.7
	High						
2	Disabled Facilities Grants*	0.0	0.9	5.8	22.0	59.2	601.4
3	Lifetime Grants	0.0	0.0	0.0	3.4	21.7	220.8
4	Energy Management System (previously considered as Medium Priority)	0.0	4.2	16.5	16.5	16.5	169.3
5	Replace culvert/footbridge - Church Hill Brook (nr Exhall Close/Loxley Close)	0.0	0.5	1.9	1.9	1.9	38.5
6	Upgrade Street Lighting - r/o Foxlydiate Crescent (3 areas)	0.0	0.6	2.4	2.4	2.4	48.1
7	Footpath Improvements (2 locations) - Church Hill Brook (nr Church Hill Way and Walkers Road)	0.0	0.5	1.9	1.9	1.9	38.5
8	Church Hill Brook (Moons Moat Drive) - Culvert 74 improvements	0.0	0.0	0.0	0.2	0.9	19.2
9	Improvements to culverts and re-cut ditch - Pitcheroak Woods r/o 237 - 249 Bromsgrove Road	0.0	0.0	2.9	3.8	3.8	75.1
10	Culvert Improvements - Batchley Brook Ex Pond outlet - Batchley Road	0.0	0.0	0.0	0.2	0.9	19.2
11	Plant/equipment replacement	0.0	2.2	31.7	53.0	88.5	360.8
12	Crossgates- Security improvements	0.0	1.8	7.6	7.6	7.6	153.8
	Total High	0.0	10.7	70.7	112.9	205.3	1,744.7
	Total Unavoidable and High	0.4	18.4	78.4	120.6	213.0	1,822.4

* Assumed ongoing receipt of government grant reducing level of borrowing to £300k

Executive Committee

Greenlands Ward

18 November 2009

WOODROW LIBRARY REFURBISHMENT – CO-LOCATION OF WOODROW ONE STOP SHOP

(Report of the Head of Customer and IT Services and Head of Finance,
Revenues and Benefits)

1. Summary of Proposals

The purpose of the report is to consider the proposals for the co-location of Woodrow One Stop Shop in Woodrow library as part of Worcestershire County Council's refurbishment project.

2. Recommendations

The Committee is asked to RESOLVE that

- 1) Redditch Borough Council supports in principle the co-location of Woodrow One Stop Shop in Woodrow library.
- 2) Officers investigate the feasibility of extending the use of swipe cards as a possible alternative to a payment kiosk and report back to the Committee on their findings before the expenditure requested in 5 below is committed.
- 3) The rent currently charged for the library is reviewed taking account of the extent of the investment proposed to improve a community facility and the implications of the future use of the vacated office space.
- 4) The outcome of the investigation outlined in 3 above be brought back to the Committee for consideration; and

to RECOMMEND that

- 5) the capital bid of £17,000 for the installation of a payment kiosk and the revenue bid of £6,000 per year for maintenance be approved.

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

Financial

- 3.1 The funding outlined in the recommendations will be the subject of capital and revenue bids for 2010 - 2011.

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- 3.2 The cost to install a payment kiosk in the library would entail a capital budget bid of £17,000 with an ongoing revenue cost of £6,000. The cost per transaction would be 35p. Current transaction costs for the face to face cashier service is 58p. There would be potential revenue saving through the reduction in staffing resource.

Legal

- 3.3 There are legal implications in terms of the negotiation of a lease agreement between Redditch Borough Council and Worcestershire County Council.

Policy

- 3.4 No specific policy implications.

Risk

- 3.5 There is no specific risk to Redditch Borough Council for not doing this but it may compromise the success of the County Council's capital bid.
- 3.6 There are some risks identified with supporting the project:
- a) Adverse reaction from the public if the One Stop Shop is relocated.
 - b) Adverse reaction from the public on the loss of a face to face cashier service and introduction of a kiosk.
 - c) Lack of staff buy-in.
 - d) Joint working leads to Human Resources/staff issues such as re-grading.

- 3.7 These risks will be mitigated by positive publicity, communication and full consultation with those staff affected.

Sustainability / Environmental

- 3.8 It is envisaged that more locally based customers will visit the refurbished unit rather than travel to other venues.

Report

4. Background

- 4.1 In 2005, private consultants were commissioned to undertake a review of Library Services. This review identified service improvements and efficiencies and recommended that the service adopt a vision for future public service delivery.

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- 4.2 The report acknowledged the importance of Libraries and the role they play within the community. It recommended that the service where practicable and where opportunities arose to co-locate with other services and voluntary organisations.
- 4.3 The review proposed the re-provisioning of three libraries and identified significant service improvements and efficiencies required across the Library Service. One of the Libraries identified, as part of the re-provisioning exercise was Woodrow.
- 4.4 In January 2008 the Library Service was merged with the Lifelong Learning Service to create a new Libraries and Learning Service. A new Senior Management team is in place and Woodrow has been identified as a priority area for service development, including the delivery of adult learning.
- 4.5 Although Woodrow Library currently works closely with some local organisations, opening the Library to other organisations could improve service provision to customers such as delivering Adult Learning enabling the Library to become a wider community resource.
- 4.6 It was considered that access to services provided by Borough and County Council could also be provided from the Library building, creating a One Stop, easily accessible public facility.
- 4.7 In June 2008 as part of the decision to retain the local One stop Shops, a members advisory panel was set up look at ways in which the local offices could be more relevant, accessible and better utilised.
- 4.8 The member panel has received regular updates of the progress of the co-location discussions and is in support of the project.

5. Key Issues

- 5.1 There is a clear opportunity to improve access to services for the community via the library building which could host many types of learning activity as well as access to council services through the co-location. Some of the benefits are listed below:
- a) The joint facility would create a centre for the community.
 - b) There would be a boost to local moral seeing investment and improved services in the local community.
 - c) There would be an increase in footfall and the range of visitors would broaden.
 - d) There would be computer access within the library which would help to promote self service.

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- e) There is the potential for efficiency savings through cross skilling/joint working.
 - f) There would be some revenue savings arising from co-location.
 - g) The Centre would provide a better space for the One Stop Shop, including access to private, soundproofed interview rooms along with a good sized meeting room with computer access.
 - h) There is the potential for increased and better opening hours to include Saturdays.
- 5.2 Similar projects have been implemented and are successful in Tenbury Wells, Upton on Severn and Malvern and there is a larger on ongoing project in Worcester City.
- 5.3 Worcestershire County Council are submitting a substantial capital bid in the region of £500,000 to refurbish the library which focuses on the benefits of co-location of the One Stop Shop.
- 5.4 There is currently a face to face cashier service in Woodrow One Stop Shop which could not be transferred into the library. Officers have investigated payment kiosks and space for this has been included in the refurbishment proposals. The cost of acquisition and ongoing maintenance will need to be financed by Redditch Borough Council.
- 5.5 Officers have visited and talked to authorities who have payment kiosks and their feedback is as follows:
- a) An increase in direct debit and automated payments.
 - b) Initially general concerns about using the machines from customers (this has improved over time).
 - c) Essential to have a promotional package and customer support initially.
 - d) Communication with customers is key to success.
 - e) Staff on site are able to manage the machines.
- 5.6 The cost to install a payment kiosk in the library would entail a capital budget bid of £17,000 with an on going revenue cost of £6,000. The cost per transaction would be 35p. Current transaction costs for the face to face cashier service is 58p.
- 5.7 Swipe cards have already been introduced which allow Council tenants to pay rent in local retail outlets and officers are considering whether this could be extended for other payments such as Council Tax.
- 5.8 The library building is owned by Redditch Borough Council. The contractual expiry date of the lease has passed and Worcestershire County Council are "holding over" on a Continuation Tenancy. They are continuing to pay a rent of £14,500 per annum at the moment.

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The County are asking that when considering a new lease, recognition is given of the improvement work which will be carried out and the fact that the One Stop Shop will have access to the new facilities.

- 5.9 The current opening times for both facilities are:

One-Stop-Shop opening hours		Library opening hours	
Mon	9.00 am to 12.30 pm	Mon	1.00 - 5.30
Tue	9.00 am to 12.30 pm	Tue	Closed
Wed	1.30pm to 5.00 pm	Wed	Closed
Thu	1.30pm to 5.00 pm	Thu	9.30 - 1.00 & 2.00 - 5.30
Fri	9.00am to 12.30 pm	Fri	1.00 - 5.30
Sat	Closed	Sat	9.30 - 1.00 & 2.00 - 5.30

These hours could be realigned and revised to best suit customer needs.

- 5.10 The current staffing levels in Woodrow One Stop Shop are 1 part time cashier and 2 part time customer service advisers (1.5 Full Time Equivalent) This could be reduced to 1 Full Time Equivalent if the OSS was co-located in the library.
- 5.11 This reduction could be achieved through vacancy management.
- 5.12 The space which would be vacated by the One Stop Shop in Woodrow would be very small and the rest of the building is occupied by Housing Services staff.
- 5.13 It would not be possible to let this space commercially but it would afford an opportunity to consider relocation of some staff from offices occupied over Batchley One Stop Shop which would in turn allow consideration for this space to be converted back to Council accommodation.
- 5.14 There would be cost implications involved in conversion back to living accommodation and Officers will report to Members on the feasibility of this option.
- 5.15 Although there would be some costs savings for Redditch Borough Council, after the initial capital spend, the focus of this project is about providing better, more accessible and more relevant services for the local community.

6. Other Implications

Asset Management - There are implications for asset management both in terms of the lease

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arrangements for the library and the use of office accommodation.

Community Safety - None specific.

Human Resources - The are HR issues in respect of joint staffing arrangements and reduction in staffing numbers.

Social Exclusion - Non specific.

7. Lessons Learnt

7.1 None this is a new matter.

8. Background Papers

None

9. Consultation

This report has been prepared in consultation with relevant Borough and County Council Officers and the Customer Services Members Advisory panel.

10. Author of Report

The author of this report is Jane Smith Head of IT and Customer Services, who can be contacted on extension 3000 Jane.smith@redditchbc.gov.uk for more information.

11. Appendices

None.



Overview and Scrutiny Committee

14th October 2009

MINUTES

Present:

Councillor Phil Mould (Chair), Councillor David Smith (Vice-Chair) and Councillors K Banks, G Chance, R King, W Norton, J Pearce and D Taylor

Also Present:

Councillors M Braley, M Chalk and M Collins (Vice Chair – Standards Committee).

Officers:

A Heighway and T Buckley

Committee Services Officer:

J Bayley and H Saunders

88. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillor Thomas.

89. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

90. MINUTES

The minutes of the meeting held on Wednesday 23rd September 2009 be confirmed as a correct record and signed by the Chair.

91. ACTIONS LIST

The Committee considered the latest version of the Actions List. Specific mention was made of the following matters:

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Chair

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a) Local Area Agreement Scoping Document

Officers explained that at the previous meeting of the Committee no decision had been made as to how to proceed with the proposed review of the Local Area Agreement (LAA). Members agreed that it would be best to reconsider this proposal after the completion of the Local Strategic Partnership review.

b) Shopping, Investing and Giving Policy

At the previous meeting, there had been some confusion as to whether the Policy for Funding Voluntary and Community Sector organisations had been approved by full Council. Officers confirmed that this policy had been approved by full Council in June.

RESOLVED that

- 1) **the proposal to review the Local Area Agreement be scheduled for consideration following the completion of the Local Strategic Partnership review; and**
- 2) **the Actions List be noted.**

92. CALL-IN AND PRE-SCRUTINY

The Committee considered the Decision Notice of the Executive Committee meeting held on Wednesday 7th October. It was noted that a referral had been made to the Committee by the Vice Chair of the Executive Committee, Councillor Braley. He had suggested that with regards to Disabled Facilities and Lifetime Grants a piece of work could be undertaken by the Committee to investigate the possible actions that could be taken to reduce the length of time individuals remained on the Priority Waiting Lists. The Chair suggested that a scoping document on this topic be prepared for the Committee's consideration.

There were no call-ins or proposed items for pre-scrutiny.

RESOLVED that

- 1) **Councillor Braley work with relevant Officers to prepare a draft scoping document on the subject of Priority Waiting Lists for Disabled Facilities and Lifetime Grants; and**

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2) the report be noted.

93. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents.

94. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

a) Dial-A-Ride - Chair, Councillor R King

Councillor King informed the Committee that the Task and Finish Group had been examining issues regarding: the downtime of vehicles; potential capacity needs of the service; and the possibility of alternative providers delivering the service. However, the Group felt that they could not progress much further until the Council had received news regarding the £20,000 funding bid that had been submitted to the WRVS (formerly the Women's Royal Voluntary Service) to contribute to funding for the service.

Councillor King explained that the Officer report proposing actions to overcome the shortfall in funding for the current year which had been scheduled to be considered at the Executive Committee on 28th October, had been rescheduled for consideration at a meeting in December. Councillor King commented that until this report had been considered by the Executive Committee, the Group would be unable to continue looking at long term strategic funding and capacity issues. Under these circumstances the Group would need to postpone delivering their final report until the following year.

Councillor King suggested that the Group meet less frequently until a clearer idea emerged with regards to the current funding situation and the proposed actions that Officers could take to remedy short term funding problems.

b) Neighbourhood Groups – Chair, Councillor K Banks

The Chair informed the Committee that good progress had been made. Officers and Members were in the process of attending Neighbourhood Group meetings to inform members about the public of the work of the Task and Finish

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Group and to consult with them over their proposals. Once consultation had taken place with all of the Neighbourhood Groups, the Councillors would collate and analyse the feedback received from residents.

c) Local Strategic Partnership (LSP)

The Chair explained that the membership of this Group had yet to be confirmed. Officers informed Members that they had received confirmation that Councillor Norton would chair the review and that Councillors Fry and Hopkins would also be members. There was still one Member to be confirmed from the Labour Group.

Members agreed that, due to capacity reasons, the launch of this review should not take place until the Neighbourhood Groups Task and Finish Review had concluded.

RESOLVED that

- 1) **presentation of the Dial-A-Ride Task and Finish Group's final report be postponed;**
- 2) **Councillors Fry, Hopkins and Norton be confirmed as Members of the Local Strategic Partnership review; and**
- 3) **the progress reports be noted.**

95. PORTFOLIO HOLDER FOR CORPORATE MANAGEMENT - ANNUAL REPORT

The Chair welcomed Councillor Braley, the Portfolio Holder for Corporate Management to the meeting. Councillor Braley presented his report in accordance with the questions set by the Committee.

a) What in your view is the future of the Business Centres?

Councillor Braley informed the Committee that he felt the purpose of and any future arrangements for the centres needed to be considered by the Council. He explained that the Council owned the Business Centres which consisted of approximately 80 units varying from light industrial units to office space. He felt that any review of the Business Centres would need to examine the current lettings pattern of the

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units and the rent structure. A review could also consider what motivated businesses to move into units like this and whether the provision of additional facilities or reduced rents was a determining factor.

b) How do you rank the different elements of your portfolio?

Councillor Braley explained that there were two areas of his portfolio which he felt were especially significant. Personnel and staffing issues were important and he emphasised that what made an organisation were the people working within it. He expressed the view that the number of people who were absent from work through sickness and the impact this had on remaining staff was concerning.

The management of the Council's assets was an aspect of his portfolio that he felt was important. He advocated the need for the Council to invest continuously in its assets to ensure their upkeep and proper functioning.

c) What are you doing to modernise the Council's IT systems, and in particular, improve IT access for Members?

Councillor Braley informed the Committee that he felt there were a number of actions that could be taken to modernise the Council's IT systems. He explained that it was important that the Council invested in the Town Hall to ensure it became a WiFi building. This could help to improve the business functioning of the Town Hall and to make Civic Suite more marketable to business users.

Furthermore, he felt it was imperative for the Council to make the intranet system readily available for Members and to generally improve email access for Members. Good access to the intranet was important for Members as it enabled them to easily obtain copies of Council reports. Councillor Braley had found establishing email access at home to be difficult and he was aware that other Members had experienced similar problems. He also acknowledged that Members required training on using the new printers that had been installed in the Town Hall and also to enable them to use new social networking systems and technology.

Councillor Braley informed Members that he was planning to convene meetings with the Head of Customer and IT Services and the Head of IT to discuss these issues. He also proposed discussing the issue with the Member Development Steering Group.

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- d) How robust are the Council's disaster and emergency recovery plans? When were the plans last checked and what were the results of assessments?

Councillor Braley informed Members that the Council had a generic emergency plan in place which was based on the County Council's emergency plan procedures. Revisions of this plan had been undertaken. A recent business continuity exercise had looked at the way in which the Council would deal with the swine flu pandemic. He commented that Member involvement in the emergency planning process had traditionally been quite minimal. However, it was recognised that in an emergency situation affecting the Borough Members should act as spokespersons to the community by ensuring that reassurance and information was provided to their constituents.

- e) What are your views on the amount of money the Council writes off in debt? Do you have any suggestions for improving the processes currently used by the Council?

The Committee was informed that the Council had recently agreed to write off debt totalling approximately £48,000. The debt was a combination of overpaid housing benefit, tenancy arrears, voids, and unpaid commercial rents. He commented that a clearer idea of how much the Council writes off in debt per year was needed and he had asked to be provided with this information. Councillor Braley explained that he felt very strongly that the level of debt that the Council was willing to write off was unacceptable and that more needed to be done to reduce the current levels.

The Chair thanked Councillor Braley for attending the meeting.

RESOLVED that

the report be noted.

96. CORPORATE PLAN PHASE 1 - PRE-SCRUTINY

The Committee received a PowerPoint presentation from Officers setting out key information that had been used to underpin the Corporate Plan and the priorities for the Council. Officers explained that this information detailed a profile of Redditch with reference to the six key themes contained within the Sustainable Community

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Strategy. Officers informed the Committee that they would be recommending to the Executive Committee that the current priorities relating to achieving an enterprising, safe, clean and green town remain in place.

Officers went on to explain that initial findings from the Comprehensive Area Assessment (CAA) had revealed that within Redditch key geographical differences and inequalities existed especially with regards to health and education issues. These issues urgently needed to be tackled if Redditch was to perform in future CAA assessments. While the Council should be working to help address these issues, Officers stressed that the Local Strategic Partnership had an important role to play in tackling these problems.

Members were informed that according to information released from the national Indices of Multiple Deprivation in 2007, parts of several wards including Batchley, Abbey, Lodge Park, Church Hill, Winyates and Greensands were classed within the top 20% of deprived areas in the country. Officers noted that Redditch had the highest unemployment rate within Worcestershire. While other districts in the county had experienced a net fall in migrant workers, Redditch had experienced a net gain with a specific increase in migrants from Poland and the Ukraine. With regards to community safety issues, Redditch had demonstrated poor performance on alcohol related crime and sexual offences. It was noted that with regards to the clean and green agenda, improvements had been made. However, Officers commented that there was still a lot of work to be done.

The Committee was provided with some background regarding the Place Survey. This was a survey that could be used to gauge people's perceptions about the area they lived in. The Place Survey had demonstrated that people in Redditch generally had quite a low satisfaction with their area. Again, Officers highlighted the need for not only the Council to act on issues highlighted by this survey but also the Local Strategic Partnership.

RESOLVED that

the report be noted.

97. BUDGET BIDS AND PREPARATION GUIDELINES

The Committee considered the budget preparation timetable for 2010/11.

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This timetable set out the key dates for the submission of budget bids and budget preparation. Officers explained that there would be opportunities in the timetable for the Committee to undertake pre-scrutiny of key reports relating to this process. The consideration of the budget bids by the Executive Committee was scheduled to take place on 18th November. It was suggested that pre-scrutiny of this item could take place at a meeting of the Overview and Scrutiny Committee on 4th November. Pre-scrutiny of the Fees and Charges report, which was due to be considered by the Executive Committee on 9th December, could take place at a meeting of the Overview and Scrutiny Committee on 25th November.

The Committee agreed that the Draft Initial Estimates and Forecasts report would be considered at their meeting scheduled for 3rd February before finalisation by the Executive Committee and full Council on 22 February 2010.

RESOLVED that

- 1) **the Committee's Work Programme be amended to reflect the addition of items as detailed in the preamble above; and**
- 2) **the report be noted.**

98. ROLE OF THE MAYOR TASK AND FINISH GROUP - MONITORING OF RECOMMENDATIONS

The Committee was informed that the purpose of this item was to monitor the outcomes of the recommendations proposed by the Role of the Mayor Task and Finish Group. Officers provided an update on the recommendations that had been approved by the Executive Committee. The Committee was informed that where recommendations had involved applying for funding, they had been agreed in principle but with a view for implementation when the financial climate had improved.

Officers explained that, in accordance with the Group's first recommendation, a picture of the current mayor was in the process of being placed in a prominent position within the Town Hall. Officers also explained that, in accordance with the group's third recommendation, the Mayor's Induction booklet was being updated and developed. In response to recommendation five, Officers explained that they were in the process of updating and adding new

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pages to the Mayor's pages on the Council's website. Members were invited to put forward any ideas for content for these pages.

Councillor Chalk, the Chair of the original Task and Finish Group, commented that the Group had originally requested that pages be dedicated to providing coverage of Mayoral engagements with commentary from the Mayor and photographs from any events the Mayor or Deputy Mayor had attended. He also commented that the web pages could be used to promote Redditch. The Chair suggested that the Member Services' Officer, Councillor Chalk and Officers from IT Services meet to discuss this issue further.

Officers informed Members that it was unlikely that the Mayor's Parlour would be redecorated as the Group had recommended. The Town Hall was scheduled to be redecorated in 2010/11. Areas judged to be the most in need of redecoration would be prioritised. It was likely that the Mayor's Parlour would not be classed as a high priority and therefore would not be included in this redecoration schedule. However, Members could recommend to the Executive that the Mayor's Parlour be redecorated sooner if they felt that this should be prioritised.

RECOMMENDED that

- 1) **Asset Maintenance Officers be asked to prioritise the redecoration of the Mayor's Parlour in the Town Hall redecoration programme scheduled to take place in 2010/11; and**

RESOLVED that

- 1) **the Member Services' Officer, Councillor Chalk and Officers from IT services meet to discuss how to enhance the Mayoral web pages on the Council's website; and**
- 2) **the report be noted.**

99. HOUSING MUTUAL EXCHANGE TASK AND FINISH GROUP - MONITORING OF RECOMMENDATIONS

The Committee was informed that this item provided Members with an opportunity to monitor the outcomes of the recommendations of the Housing Mutual Exchange Task and Finish Group. Officers informed the Committee that the rewording proposed by the Group had been incorporated into the Council's Housing Mutual Exchange

Overview and Scrutiny Committee

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Policy and Procedure. Members were satisfied with the changes that had been made.

RESOLVED that

the report be noted.

100. CRIME AND DISORDER SCRUTINY PANEL

The Committee considered the draft Terms of Reference that had been prepared by Officers for the Crime and Disorder Scrutiny Panel. Officers explained that the terms proposed that the Panel should consist of either five or seven Members. Officers recommended that, as Member capacity to attend additional meetings was quite limited, the Panel should be limited to five Members. Other interested Members would have an opportunity to undertake crime and disorder related scrutiny by participating in subsidiary Task and Finish reviews.

Officers further explained that there could be a choice of between four and six standard meetings of the Panel per year, though there would always be the opportunity to schedule further meetings throughout the year if considered necessary. Members agreed that it would be suitable to limit the standing number of meetings to four per year.

Officers confirmed that the nominations for the Panel Membership were Councillor Chance as the Chair of the Panel accompanied by Councillors W King, A Clayton and Pearce. Members were advised that the Liberal Democrat Group's nomination remained to be confirmed.

RESOLVED that

- 1) the Crime and Disorder Panel be made up of five Members and meet four times a year;**
- 2) Councillor Chance be confirmed as the Chair of the Panel;**
- 3) Councillors W King, A Clayton and Pearce be confirmed as additional members of the Panel; and**
- 4) the report be noted.**

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101. REFERRALS

Members were informed that Councillor Brunner had raised an item for the consideration of the Crime and Disorder Scrutiny Panel. This item was for the Panel to consider the perceptions of and the fear of crime in Redditch and the ways by which this could be addressed.

RESOLVED that

this item be considered at the first meeting of the Crime and Disorder Scrutiny Panel during discussions of the Panel's Work Programme.

102. WORK PROGRAMME

Members considered the Committee's Work Programme. The Committee was informed that the quarterly budget and performance monitoring items, scheduled for consideration on 4th November, would be rescheduled for consideration on 25th November.

RESOLVED that

the Committee's Work Programme be noted.

The meeting commenced at 7.00 pm
and closed at 9.00 pm

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Chair

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No direct Ward relevance

18th November 2009

ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT

(Report of Chief Executive)

1. Purpose of Report

To provide, 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. At a meeting of the Committee in early 2009 it was agreed that Portfolio Holders review the present arrangements for their respective Advisory Panels and Working Parties and come to a conclusion as to whether they were still serving a purpose. The matter was to be discussed more generally at the next meeting of the Constitutional Review Working Party.

2. Recommendation

The Committee is asked to RESOLVE that

subject to Members' comments, the report be noted.

3. Updates

A. ADVISORY PANELS

	<u>Meeting :</u>	<u>Lead Members / Officers :</u> (Executive Members shown <u>underlined</u>)	<u>Position :</u> (Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.)
1.	Climate Change Advisory Panel (formerly Environment Advisory Panel)	Chair <u>Cllr B Clayton</u> / Guy Revans.	Next meeting – 8th December 2009.
2.	Community Safety Advisory Panel	Chair <u>Cllr Brunner</u> / Vice-Chair Cllr Banks Angie Heighway	No meetings arranged at present.

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3.	Economic Advisory Panel	Chair <u>Cllr MacMillan</u> John Staniland / Georgina Harris	Next meeting – 14th December 2009.
4.	Housing Advisory Panel	Chair <u>Cllr B Clayton</u> / Vice-Chair Cllr Pearce Jackie Smith	Next meeting – 17th November 2009.
5.	Leisure Contracts Advisory Panel	Chair <u>Cllr Anderson</u> / Vice-Chair Cllr MacMillan Ken Watkins / Kevin Cook	Last meeting – 7th October 2009.
6.	Customer Services Advisory Panel	Chair <u>Cllr Braley</u> Jackie Smith / Jane Smith	Next meeting – 10th December 2009.
7.	Planning Advisory Panel	Chair <u>Cllr MacMillan</u> / Vice-Chair Cllr Chalk John Staniland / Ruth Bamford	Next meeting – 23rd November 2009 Other meetings arranged for 30th November, 10th December and 17th December 2009.

B. OTHER MEETINGS

8.	Constitutional Review Working Party	Chair Cllr MacMillan / Vice Chair <u>Cllr Braley</u> Steve Skinner	Next meeting – to be arranged.
9.	Grants Panel	Chair Cllr Chance / Vice Chair <u>Cllr Braley</u>	Last meeting – 17th September 2009.

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		Angie Heighway	
10.	Independent Remuneration Panel	Independent Members / Chair Mr Andrew Powell	Next meeting – to be arranged. Currently working up proposals for 2010 Allowances Scheme.
11.	Member Development Steering Group	Chair <u>Cllr MacMillan</u> / Vice-Chair Cllr Brunner Steve Skinner / Trish Buckley	Next meeting – to be arranged.
12.	Procurement Steering Group	Chair <u>Cllr Braley</u> / Vice-Chair Cllr Hall Sue Hanley	Next meeting – 14th December 2009.
13.	Church Hill District Centre – Members' Panel	Chair <u>Cllr B Clayton</u> Rob Kindon / Jim Prendergrast	Next meeting – late November / early December 2009.

4. Author of Report

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

5. Appendices

None.



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No direct Ward relevance

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ACTION MONITORING

(Report of the Chief Executive)

Portfolio Holder(s) / Responsible Officer	Action requested	Status
13th January 2009		
Cllr Gandy / Executive Committee	<p>Third Sector Task and Finish Group</p> <p>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.</p>	Awaiting further consideration by relevant Members.
22nd April 2009		
Cllr MacMillan/ Ruth Bamford	<p>Action Monitoring – Economic Advisory Panel</p> <p>Economic Development Strategy - Visits to Redditch businesses being arranged.</p>	
1st July 2009		
Cllr Braley E Storer	<p>Corporate Sickness Statistics</p> <p>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”.)</p>	

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22nd 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.	Officers provided a figure of between £2.60 & £4.00 per week depending on the level of service the tenants agree to
Cllr Braley/ A Marklew	Corporate Identity – Revisions Officers to investigate the cost implications of a change of logo.	Officers intending to report back to the Executive Committee in the New Year.
12th August 2009		
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.	Head of Legal, Democratic and Property Services investigating the matter.
Cllr Braley / A Highway	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 Braley / E Storer	Corporate Sickness Statistics Officers undertook to investigate whether there were national statistics available to use as comparators to those generated locally within the authority.	

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16th September 2009		
Cllr Braley / Teresa Kristunas	Prudential Indicators Councillor Braley enquired as to the maximum and minimum borrowing rates that had existed over the past 25 years and also the magnitude of the interest rate in 1979.	
Cllr M Braley / Jane Smith	Complaints Policy – Review Members suggested that a clear explanation of the entire Complaints Procedure be included in the initial response sent to any complainant	This will be actioned as part of the new complaints procedure
Cllr M Braley / Jane Smith	Shared Services Business Case – ICT Officers undertook to provide a response to a question from Councillor Anderson regarding the installation of fibre-optic cabling and whether this was still planned under the shared service.	A response has been sent to Councillor Anderson confirming that fibre optic cabling has been installed as the link between RBC and BDC
22nd September 2009		
All Portfolio Holders / A Heighway	Quarterly Performance Monitoring, Quarter 1 – April – June 2009 Members requested that the order of columns in the Corporate Performance Exception Report be amended. Officers undertook to circulate information on Recovery Plans and the pilot project on Smart Cards be circulated with the minutes.	
7th October 2009		

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<p>Cllr B Clayton / P Wilkins</p>	<p>Disabled Facilities Grant and the Lifetime Grant</p> <p>1) It was suggested that an aspect of the work undertaken by the Occupational Therapists used by the Council be referred to the Overview and Scrutiny Committee for consideration.</p> <p>2) Officers undertook to check for Councillor Hicks as to whether the Council used second hand equipment to any extent.</p>	<p>Discussed at O&S meeting in October 2009</p> <p>Officers provided response to Members</p>
<p>Cllr C MacMillan / R Bamford / A Rutt</p>	<p>Publication of Planning Applications – Consultation</p> <p>Officers were asked to consider a slight expansion of the circulation of notifications of planning applications should these new measures come into effect.</p>	
<p>Cllr M Braley / J Bough</p>	<p>Irrecoverable Debts</p> <p>It was noted that the Portfolio Holder had requested a briefing for Members on the processes involved in the recovery and write off of debts relating to the Council's property.</p>	<p>Following a meeting with Cllr Braley it was agreed that a revised report will be produced and brought to executive committee in February 2010.</p>
<p>Cllr M Braley / R Kindon</p>	<p>REDI Centre – Leasing Options</p> <p>Officers undertook to provide Councillor Hartnett with the capital value of the property following the meeting.</p>	<p>Response provided to Cllr Hartnett on this matter.</p>
<p>28th October 2009</p>		
<p>Cllr M Braley / T Kristunas</p>	<p>Budget Preparation Guidelines and Timetable</p> <p>Officers were requested to add briefings for Shadow Portfolio Holders to the timetable at similar timescales to those for Portfolio</p>	

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	Holders.	
Cllr M Braley / / Westmore	Action Monitoring Officers were asked to include all minuted actions in the report	
<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 28/10/09

