

Executive Committee

Wed 8 Sep
2010
7.00 pm

Committee Room 2
Town Hall
Redditch



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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.

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Do Not stop to collect personal belongings.

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

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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

8th September 2010

7.00 pm

Committee

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Carole Gandy (Chair) Malcolm Hall
Michael Braley (Vice-Chair) Gay Hopkins
Juliet Brunner Jinny Pearce
Greg Chance Debbie Taylor
Brandon Clayton

1. Apologies	To receive the apologies of any Member who is unable to attend this meeting.
2. Declarations of Interest	To invite Councillors to declare any interests they may have in items on the agenda.
3. Leader's Announcements	<ol style="list-style-type: none">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; andany other relevant announcements. <p>(Oral report)</p>
4. Minutes (Pages 1 - 12) Chief Executive	To confirm as a correct record the minutes of the meeting of the Executive Committee held on the 28th July 2010. (Minutes attached)
5. Local Strategic Partnership Task and Finish Group - Final Report (Pages 13 - 90)	To consider the final report and recommendations of the Local Strategic Partnership Task and Finish Group. (Report attached) (No Specific Ward Relevance)
6. Building Control - Fees and Charges (Pages 91 - 100) Head of Planning and Regeneration	To consider changes to Building Control Charges. (Report attached) (No Specific Ward Relevance)

<p>7. Irrecoverable Debts</p> <p>(Pages 101 - 116)</p> <p>Head of Housing</p>	<p>To consider irrecoverable debts to be written off.</p> <p>(The appendix to this report contains exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as it contains the personal details of individuals. In view of this it is anticipated that discussion of the matters contained within this appendix will take place after the exclusion of the public.)</p> <p>(Report attached)</p> <p>All Wards</p>
<p>8. Decent Homes Capital Programme and Asbestos Removal</p> <p>(Pages 117 - 130)</p> <p>Head of Housing</p>	<p>To consider the financial report on the Decent Homes Capital Programme Outturn 2009/10 and the Programme of Works for 2010/11 and the Asbestos Removal Half Yearly Budget Spend.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>9. Review of Redditch Borough Council's Sheltered Housing Stock - Customer Feedback Update</p> <p>(Pages 131 - 182)</p> <p>Head of Housing</p>	<p>To consider further customer feedback on the Council's Sheltered Housing Stock.</p> <p>(Report attached)</p> <p>(Various Wards)</p>
<p>10. Quarterly Performance Monitoring - Quarter 1 - April to June 2010</p> <p>(Pages 183 - 200)</p> <p>Director of Policy, Performance and Partnerships</p>	<p>To consider the quarterly performance report, showing indicators which have improved, declined or remained static when compared to the same period in the previous financial year.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>

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<p>11. Quarterly Budget Monitoring - Quarter 1 - April to June 2010</p> <p>(Pages 201 - 216)</p> <p>Head of Finance and Resources</p>	<p>To provide Members with an overview of the budget, including the achievement of approved savings as at the end of Quarter 1, 2010/11.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>12. Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 1 - April to June 2010</p> <p>(Pages 217 - 232)</p> <p>Head of Finance and Resources</p>	<p>To advise Members of actual performance during Quarter 1 of the Improvement Plan.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>13. Quarterly Monitoring of Formal Complaints and Compliments - Quarter 1 - April to June 2010</p> <p>(Pages 233 - 248)</p> <p>Head of Customer 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.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>14. Budget Review Guidance 2011/12 to 2013/14</p> <p>J Pickering - Exec Director (Finance and Corporate Resources)</p>	<p>To consider the process and timetable for the compilation of the budget for 2011/12 to 2013/14.</p> <p>(Report to follow)</p> <p>(No Specific Ward Relevance)</p>

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<p>15. Church Hill Redevelopment Project</p> <p>(Pages 249 - 268)</p> <p>Head of Finance and Resources</p>	<p>To update Members on the Church Hill Redevelopment Project.</p> <p>[The appendix and indicative scheme plan contains exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as it contains information relating to the financial or business affairs of any particular person (including the authority holding that information). The indicative scheme plan will be circulated to Members of the Committee and relevant Officers and a copy placed in the Group Rooms. In view of this it is anticipated that discussion of these matters contained will take place after the exclusion of the public.]</p> <p>(Report attached)</p> <p>(Church Hill Ward)</p>
<p>16. Overview and Scrutiny Committee</p> <p>(Pages 269 - 294)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on the 14th July, 22nd July and 4th August 2010.</p> <p>There are no recommendations to consider from the meeting on 14th July 2010.</p> <p>There are recommendations to consider from the meetings on 22nd July and 4th August 2010.</p> <p>(Minutes attached)</p>
<p>17. 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>

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<p>18. Shared Service Board (Pages 295 - 308) Chief Executive</p>	<p>To consider the minutes arising from the most recent meeting of the Shared Services Board held on 19th August 2010.</p> <p>(The attachment to the minutes of this meeting are NOT FOR PUBLICATION as they relate to contemplated consultations or negotiations in connection with labour relation matters arising between the authority and employees of the authority. In view of this it is anticipated that discussion of these matters will take place after the exclusion of the public.)</p> <p>(Minutes attached)</p> <p>(No Specific Ward Relevance)</p>
<p>19. Advisory Panels - update report (Pages 309 - 312) 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>20. Action Monitoring (Pages 313 - 316) Chief Executive</p>	<p>To consider an update on actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p>
<p>21. Exclusion of the Public</p>	<p>It may be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information is likely to be divulged. It may be necessary, therefore, to move the following resolution:</p> <p>“that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act, as amended.”</p>
<p>22. Confidential Minutes / Referrals (if any)</p>	<p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>



Executive

Committee

28th July 2010

MINUTES

Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors Peter Anderson, Juliet Brunner, Greg Chance, Brandon Clayton, Malcolm Hall, Jinny Pearce and Debbie Taylor

Also Present:

Councillors Kath Banks, Andrew Brazier and Andrew Fry

REDI Centre Users' Deputation:

Ms Justine Bailey, Ms Heidi Gregg, Ms Julie Hughes, Mr Tony Powell and Ms Mandy Bonehill

Officers:

C Flanagan, S Hanley, T Kristunas, S Powell, L Tompkin, K Cook, H Halls and K Dicks

Committee Services Officer:

I Westmore

39. APOLOGIES

There were no apologies for absence.

40. DECLARATIONS OF INTEREST

There were no declarations of interest.

41. LEADER'S ANNOUNCEMENTS

The Chair advised that she had accepted the following matter as urgent business:

Item 6 – REDI Centre Options

.....
Chair

42. MINUTES**RESOLVED that**

the minutes of the meeting of the Executive Committee held on 16th June 2010 be confirmed as a correct record and signed by the Chair.

43. DEPUTATION - REDI

A deputation comprising Ms Justine Bailey, Ms Mandy Bonehill, Mr Tony Powell, Ms Heidi Gregg and Ms Julie Hughes, users of the REDI Centre was received by the Committee. Ms Hughes, Ms Bailey and Mr Powell spoke for the deputation.

Ms Hughes spoke primarily in her capacity as a trainer at the Centre. She discussed the courses provided at the Centre and the contention that had sometimes been made that certain courses had been insubstantial. She expressed the opinion that the value of the service provided should not be underestimated and that many users would not be able to find similar provision in the local area.

Mr Powell approached the issue as a local businessman who had used the Centre to fill a training need and could see the value of the service provided to others in a similar situation. The business benefit of retaining REDI was stressed with the Centre being put forward as an important means by which local people could make a success of their careers and lives.

Ms Bailey noted that Redditch had higher unemployment and lower educational attainment than other parts of the County. There was stated to be a need for a service that bridged the gap between unemployment and the gaining of employment. The place of REDI as a training centre as opposed to a college with minimum entry requirements was stressed. The Centre was very much seen as a place that catered for those in society who were in need.

The Chair thanked the deputation for their attendance and contribution.

44. REDI CENTRE OPTIONS

The Committee received a presentation and report detailing the options that were being put forward for consideration for the future provision of service at the REDI Centre. The options included a retention of the current service, complete closure of the service and two models for partial service retention. It was noted that the Overview and Scrutiny Committee had recommended that the service be retained in its current form.

An impassioned discussion ensued, with Members speaking in generous terms of the quality of the staff at the Centre and the service they had provided over the years. It was noted that the management of the Centre had been inadequate in recent times and that the service had repeatedly come before Members as a potential budget saving for a number of years, adding to the sense of instability. The predominant argument put forward was that the Council was in an increasingly difficult financial position and that, with the withdrawal of funding for adult education, grant funding for the Centre was rapidly diminishing. It was proposed that the Council could no longer expect the Council Tax payers of the Borough to fund a service which was entirely discretionary and that the money might be more equitably spent to the benefit of a greater number of people.

RESOLVED that

- 1) **the extension of the existing Learndirect contract only to August 2011 be noted and that Officers appraise Members at the earliest opportunity of the sustainability of the contract beyond this point; and**

RECOMMENDED that

- 2) **Option 4 as set out within the report (relocation of the Learndirect activity to another Council facility) be approved, subject to this being endorsed by Learndirect and that Officers be instructed to liaise with Learndirect as to validation and inspection arrangements; and**
- 3) **the costs of proceeding with Option 4 (£90,000) be approved, these costs to be met from revenue balances.**

45. COUNCIL PLAN 2010 / 2013

Members received the Council's Plan for 2010/13 following the earlier deferral of the Plan at a previous meeting.

The Plan had been amended to take account of Members' comments at that previous meeting. The Committee generally agreed that the Plan was more robust than in its previous incarnation. It was suggested that many of the concerns at the lack of specificity in the targets was the result of the performance indicators themselves being inadequate.

Officers confirmed that the Council would still be judged on a performance management, resource management and value for

money basis, despite the recent ending of the Comprehensive Area Assessment regime.

RECOMMENDED that

the Council Plan 2010-2013 attached at Appendix 1 to the report be approved.

46. REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK FURTHER TO COMMUNITY CONSULTATION

Officers presented a report that included the outcome of the consultation that had been undertaken following approval of the Older Person's Housing and Support Strategy, the proposed categorisations that had flowed from the consultation and a draft action plan.

The Strategy and the work that had followed on from it sought to reduce the number of void properties, create a housing stock that better met residents' needs and that increased the numbers of properties for general let.

Officers reported the recommendations that had been made in respect of the report by the Overview and Scrutiny Committee. One of the key recommendations was the proposal that further consultation be carried out. It was noted that very extensive consultation had been carried out to date and further contact with residents was already being undertaken in respect of the proposed categorisations set out within the report. However, the suggestion was again made that, given the vulnerability of the residents, it would be beneficial to have more detailed consultation with those most affected by the proposals.

The creation of a new post to deal with the transitional arrangements was welcomed and the Committee considered the report itself to be comprehensive and worthy of plaudits. Members agreed after some discussion that, in response to the sensitivity of the situation, the measures be approved in principle, thereby allowing time for Officers to visit the various schemes and explain to the residents the implications for them of the categorisations prior to full implementation of the recommendations.

RECOMMENDED that

- 1) the preferred options, as determined by Members, from those detailed in Appendix 2 to the report, Section 6.1 (Option A) and 6.2 (Option A) be approved;**

Section 6.1 – Chiltern House (Option A)

- That the current older persons' accommodation is returned to general let and that officer's should meet with residents to discuss a sensitive approach to allocations.
- Any current tenants affected would be offered an appointment with a dedicated officer to discuss any concerns and all relevant options would be explored.
- If this option is approved Officers could give further consideration to converting the communal lounge into a disabled flat or into other rentable accommodation to increase revenue.
- That further consideration be given to converting the bedsit which is currently used as an office for the Home Support Officer into rentable accommodation to increase revenue.

Section 6.2 – Auxerre House (Option A)

- Opportunity for first time buyers under the Homebuy Scheme. HomeBuy enables social tenants, [key workers](#) and first time buyers to buy a share of a home and get a first step on the housing ladder.
- 2) **up to £166,150.00 capital funding be approved for the essential improvement works recommended in Appendix 4 to the report;**
 - 3) **up to £31,051.00 revenue funding be approved to fund the post of Older Persons' Housing Liaison Officer as detailed in Appendix 16 to the report and paragraph 5.5 of the report; and**

RESOLVED that

- 4) **based on the findings of the Review of Redditch Borough Council's Sheltered Housing, the categorisation of properties on page 11 in Appendix 2 to the report be adopted;**
- 5) **Officers undertake a feasibility study to consider the findings and options in Appendix 2, Section 6.3 to the report and bring a further report back to Councillors within 12 months of this report;**
- 6) **if approved, the above changes only be applied to new tenants from 1st April 2011 with all current residents**

keeping their tenancy, even if they do not meet the new criteria;

- 7) the revised Action Plan in Appendix 3 be adopted;
- 8) an additional member of staff be appointed for twelve months to facilitate the change management process (see Appendix 16); and

subject to the Council's approval of the budgetary implications, as specified separately above, and consequent adjustment of the Capital Programme

- 9) approval be given to incur up to the expenditure detailed in 2) above for the purposes detailed in the report, in accordance with Standing Order 41; and
- 10) the proposals detailed above be agreed in principle but that the matter be deferred to 8th September 2010 Executive Committee to enable residents' feedback on the specific proposals to be sought.

(The categorisation of properties on page 11 in Appendix 2 to the report is included as an appendix to the minutes)

47. CAPITAL PROGRAMME OUTTURN 2009/10

Members considered a report that set out the actual expenditure and funding of the capital programme during the preceding financial year. With reference to a recent meeting of the Committee, Officers were requested to advise Members of the reason for Job No. C1204 (Asbestos General) not showing as an overspend. The Committee was informed that the additional funding agreed by the Executive had already been incorporated into the figures.

RESOLVED that

the report be noted.

48. WRITE OFF POLICY UPDATE

Members received a report within which was an amended policy for the write off of debts due to the authority.

A recent LEAN processing review had identified a number of weaknesses in the existing system for writing off debts, primarily in the sense that the process was unnecessarily lengthy and required too many levels of authorisation.

Members agreed that the regular reports received by the Committee in this regard served little useful purpose.

RECOMMENDED that

- 1) **the draft Write Off Policy included at Appendix 1 to the report be approved; and**
- 2) **the Council's Scheme of Delegation to Officers and Financial Regulations be amended accordingly.**

49. OVERVIEW AND SCRUTINY COMMITTEE

The Committee considered the minutes of a recent meeting of the Overview and Scrutiny Committee. In respect of the minute dealing with the Worcestershire Hub Review, Officers undertook to speak to Councillor Anderson following the meeting regarding the reliability of the system for forwarding external telephone calls to specified extension numbers via the Council's telephone system.

RESOLVED that

the minutes of the meeting of the Overview and Scrutiny Committee held on 23rd June 2010 be received and noted.

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

There were no minutes or referrals under this item.

51. SHARED SERVICES BOARD

The Committee received the minutes of the last meeting of the Shared Services Board. Consideration of the minutes took place in public as the reasons for making the information exempt had ceased to be relevant given the passage of time.

RESOLVED that

Shared Services and Transformation Programme

- 1) **the use of the WMIEP (West Midlands Improvement and Efficiency Partnership) Systems Thinking change methodology for the transformation of service areas be approved;**
- 2) **the proposed programme of service areas to be considered for Shared Services / Transformation**

between the two Councils, as detailed in the Appendix to the report, be approved; and

Procurement

3) the proposal be agreed in principle.

52. ADVISORY PANELS - UPDATE REPORT

Meetings of the following Panels were to be arranged in the near future:

Grants Panel; and

Leisure Contracts Advisory Panel.

It was noted that meetings of the Planning Advisory Panel had been suspended whilst information from central Government on the future direction of planning policy was awaited.

It was also noted that the Independent Remuneration Panel responsibilities had transferred to a Council-wide body.

RESOLVED that

the report be noted.

53. ACTION MONITORING

RESOLVED that

the report be noted.

54. URGENT BUSINESS - RECORD OF DECISIONS

Members noted an Urgent Business decisions which had been approved in accordance with Standing Order 36, namely:

Invalid Planning Applications- Introduction of Administration Fee
(UB Reference 483)

RESOLVED that

the matter be noted.

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28th July 2010

The Meeting commenced at 7.00pm
and closed at 9.53pm

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Chair

5. PROPOSED CATEGORIES

Older Persons Supported Housing – Category A

(see Section 9.1 for properties proposed for inclusion in this category)

- suitable for persons aged **65** years old and over **and** who have an assessed support need.
- acceptable safety and security standards
- in a suitable, desirable location
- suitable internal and external access, including a lift to upper floors
- suitable communal facilities
- eligible to join in communal activities at other schemes

Older Persons Housing – Category A Bungalows

(see Section 9.1 for properties proposed for inclusion in this category)

- suitable for persons aged **60** years old and over with preference to be given where there is an assessed support need or to a wheelchair user
- also suitable for adults aged 18 years old and over with severe mobility issues or wheelchair users
- suitable internal and external access
- eligible to join in communal activities at other schemes

Older Persons Housing for Over 60's – Category B

(see Section 9.2 for properties proposed for inclusion in this category)

- suitable for persons aged **60** years old and over with or without an assessed support need
- priority would be given to wheelchair users in level access units
- priority would be given to those with an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority to move to lower floors would be given to current upper floor residents if criteria met
- suitable internal and external access
- eligible to join in communal activities at other schemes

Over 50's Housing – Category C

(see Section 9.3 for properties proposed for inclusion in this category)

- suitable for persons aged 50 years old and over with or without an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority on lower floors would be given those with mobility issues
- priority to move to lower floors would be given to current upper floor residents if criteria met
- eligible to join in communal activities at other schemes

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**

8th September 2010

**LOCAL STRATEGIC PARTNERSHIP TASK AND FINISH GROUP –
FINAL REPORT**

Relevant Portfolio Holder	Councillor C Gandy
Relevant Director	Director of Policy, Performance and Partnerships
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report recites interim recommendations, reported on 17th March 2010 (and accepted by the Executive Committee subject to amendment on 31st March, and by the Redditch Partnership Management Board on 27th May), and details the new recommendations of the Local Strategic Partnership (LSP) Task and Finish Group. The Group's recommendations are designed to improve public engagement with the work of the Redditch Partnership, the LSP in Redditch. The Group's proposals also aim to enhance the accountability and transparency of the partnership as well as to increase local Councillors' familiarity and involvement.

2. RECOMMENDATIONS

The Committee is asked to NOTE Recommendations 1-8 detailed in an interim report endorsed previously on 17th March and approved by both the Executive Committee and the Redditch Partnership Management Board, as detailed in Appendix 8 to this report

The Committee is asked to further RECOMMEND to the Redditch Partnership that

Monitoring: ensuring that the Redditch Partnership is subject to regular overview and scrutiny by Councillors:

- 9) **there should be pre-scrutiny of each new Redditch Sustainable Community Strategy (SCS) by the Overview and Scrutiny Committee;**
- 10) **there should be a full review and audit of each completed SCS by the Overview and Scrutiny Committee;**
- 11) **the Redditch Partnership and SCS should be subject to six-monthly monitoring sessions by the Committee;**

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**Operational: suggestions for improving the future work of the
Redditch Partnership and the next SCS:**

- 12) the next SCS should have fewer, more focussed targets (perhaps four – six) which are specific, measurable, achievable, relevant and time-bound;
- 13) for the foreseeable future, the SCS should contain targets relating to health and educational inequalities in Redditch;
- 14) the priorities within the SCS should reflect residents' priorities (as identified through consultation) and also dovetail with those of the Worcestershire Partnership;

the Committee is asked to further **RECOMMEND** that

- 15) the LSP requires the support of a full-time permanent Partnership Manager reporting directly to the Director of Policy, Performance and Partnerships.

3. BACKGROUND

- 3.1 The LSP Task and Finish review was launched in January 2010. The Group consisted of five members: Councillor Norton who chaired the Group and Councillors Cookson, Fry, Hopkins and Thomas. The objectives set for the Group are detailed in Appendix 1.
- 3.2 The Group were commissioned to undertake this review by the Overview and Scrutiny Committee. The review was launched after Members expressed concerns about the degree to which Members, particularly non-executive Members, were involved with and had some knowledge about the work of the Redditch Partnership.
- 3.3 The Overview and Scrutiny Committee also agreed that the subject was appropriate for review because of the important role of the Local Strategic Partnership in developing the Sustainable Community Strategy (SCS). The Redditch SCS is designed to provide a vision for the local area. The strategy comprises themes and subsidiary priorities which the partner organisations represented on the Redditch Partnership, including Redditch Borough Council, all commit to deliver. The Redditch SCS is scheduled to be reviewed and refreshed in 2010/11.

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- 3.4 A further motive for establishing the Group was the publication in December 2009 of the Comprehensive Area Assessment (CAA) for Worcestershire. This issued a “Red Flag” (an area of significant concern needing action) in regard to differences of quality of life in Redditch. Life expectancy and educational attainment were identified as being much worse than in the rest of the county. Although the Group were not undertaking a detailed audit of the LSP, it was agreed that studying how the partnership intended to respond to these Red Flag issues would indicate how much value it was adding as an organisation.
- 3.5 The LSP Task and Finish Group held 10 meetings. These covered discussions with Officers who work with or for the LSP, to discover what issues they faced. Published specialist studies, and reports from comparable local authorities, were reviewed to benchmark our findings and thoughts against best practice elsewhere (summarised in Appendix 5). We interviewed six expert witnesses to probe their experience of working with the LSP and their views of the SCS. Analysis of core elements of the expert witnesses feedback is detailed in Appendices 6-7.
- 3.6 The Group delivered an interim report covering eight recommendations in March 2010, because they involved changes to the Council’s procedures which needed to be in place before the start of the 2010/11 municipal year. Subject to a number of minor amendment (discussed below) those interim recommendations were accepted by Executive Committee on 31st March and endorsed by the LSP Management Board on 27th May. This report represents the final and complete recommendations of the Group.

4. FINDINGS

- 4.1 The Redditch Partnership, as a LSP, is a non-statutory body. However, Redditch Borough Council, as the local authority in the area, has a responsibility to work with local partner organisations to develop the SCS in partnership with other local partner organisations. The coordination of this process through the LSP is considered the most appropriate way to secure collective agreement to the strategic vision and priorities contained within the SCS.
- 4.2 The work of the Redditch Partnership is coordinated by a Management Board though more focussed, subject-specific work is undertaken by various standing Theme Groups and Task and Finish Groups. The LSP’s Management Board and subsidiary groups are held to account by the wider

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- membership of the Redditch Partnership. A structure chart for the LSP is provided in Appendix 2 and a list of partner organisations in Appendix 3.
- 4.3 The work of the Redditch Partnership and content of the SCS is informed by the targets contained within the Worcestershire Local Area Agreement (LAA). This agreement is developed by the County's LSP, the Worcestershire Partnership, and sets the targets against which the performance of local partner organisations is measured.
- 4.4 Some local elected Councillors are actively involved in the work of the Redditch Partnership. The Leader of the Council has traditionally been a member of the LSP Management Board and is currently the Chair of the Partnership. The Deputy Leader of the Council and the leader of the largest opposition group on the Council are also members of the Management Board, alongside a County Councillor for the Borough. However, no non-executive Councillors are currently members of the Management Board or of any of the subsidiary groups.
- 4.5 Partly as a result of its complicated structure, and the limited involvement of most Councillors in its work, the Group finds that:
- few people are aware that the LSP exists or know what it does;
 - the purpose and function of the SCS is poorly understood;
 - this extends to most elected Councillors; and
 - it is therefore difficult to assess what value the LSP adds.
- 4.6 The current operating cost of the LSP is £89,410. The finance to support these costs are provided in the following manner:
- Redditch Borough Council: £79,410;
 - West Mercia Police: £5,000; and
 - Worcestershire PCT: £5,000.
- 4.7 Members of the Redditch Partnership also provide support in other ways which helps to contribute to the efficient operation of the LSP. For example, during the course of the We Are Redditch event in January 2010 the Kingfisher Shopping Centre provided the premises for the event.
- 4.8 The point about the LSP is not how much it spends in its own right, but whether it can generate better services for the people of Redditch through the mutual co-operation of the partner organisations. Here the past record is generally unfavourable. Appendix 4 lists the current and past work of the LSP, as distinct from activities which partner organisations would have been doing anyway. Partly due to poor record keeping, for most of the life of the LSP it is not possible to identify any specific outcomes which can be attributed to its existence.

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- 4.9 Supported by the unanimous evidence of our expert witnesses, the Group finds that prior to 2009 the LSP had become to all intents and purposes a moribund and non-functioning organisation. The governing protocol for the LSP requires it to publish an annual report on its activities and to hold an annual general meeting of the partners. The Group finds no evidence that either have occurred for some years. The final trigger for the decline appears to have been the departure and non-replacement of the then Partnership Manager in 2007, although the LSP appears to have been running down before this time.
- 4.10 In line with this, and again supported by the unanimous evidence of our expert witnesses, the Group finds that the current SCS, covering the period 2008/9 to 2010/11, is not fit for purpose. This is a major flaw since the SCS is supposed to represent the “overall strategic direction and long-term vision for Redditch”. The weaknesses with the current version of the Redditch SCS include that:
- a) it was devised in 2007 when conditions were very different, but has never been revised;
 - b) it contains 41 priorities across six themes which is far too many for the SCS to maintain any focus;
 - c) the SCS priorities do not dovetail into a coherent strategy; and
 - d) the SCS no longer guides the work of the LSP (if it ever did): it has ceased to be a living document.
- 4.11 However, we are able to report that the LSP is aware of these issues and is taking steps to address them. The Leader of the Council is now the Chair of the LSP. In the autumn of 2009 an officer was seconded into the post of the Redditch Partnership Manager (on a temporary basis) to help facilitate a “re-launch” of the partnership. The LSP has also established four Task and Finish Groups to investigate four areas of work: communications; resource mapping; devising a performance management framework; and the revision of the SCS. These are the areas which the Group would have identified as requiring the most attention.
- 4.12 We are also able to report that the LSP is responding well to the Red Flag issues and has commenced a number of new projects:
- a) An Away Day was held in October 2009 for partners to discuss the Red Flag issues.
 - b) A Health Improvement Plan is being devised.
 - c) An Area of Highest Need project is being progressed to address health “hotspots” within the borough.

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- d) A pilot health check exercise has been held in Winyates.
 - e) Representatives of all the schools in Redditch were convened for a conference to discuss how the barriers to educational achievement might be overcome.
 - f) Officers and partners are studying experiences in other towns, such as Warrington, which have had success in overcoming equivalent problems.
 - g) The Redditch Local Children's Partnership has been constituted as a formal subgroup of the Redditch Partnership and will be focussing on addressing educational attainment issues raised by the CAA.
- 4.13 In fairness the Group's research has indicated that these problems are not unique to the Redditch Partnership. After an initial flurry of activity when they were established 10 years ago, most LSPs lost focus and went into something of a decline. Most remain poorly publicised and poorly understood.
- 4.14 It is a matter for the LSP and relevant Officers to devise their own action plans for how the red flag issues are to be addressed. The Group does not consider that this is necessarily a separate piece of work from devising a new SCS. Indeed, the view of the Group, as detailed in recommendation 13, is that the two should be combined. Given that the new SCS is due to come into force in April 2011 the Group is encouraging the LSP to accelerate its efforts in this area.
- 4.15 Progress on this front would also make an excellent topic for discussion during the first monitoring session of the work of the LSP at a meeting of the Overview and Scrutiny Committee (please refer to recommendation 11). If this recommendation is approved, this first session would occur towards the end of 2010.

5. RECOMMENDATIONS

Monitoring: ensuring that the Redditch Partnership is subject to regular overview and scrutiny by Councillors:

- 5.1 **Recommendation 9: We recommend that there should be pre-scrutiny of each new draft SCS by the Overview and Scrutiny Committee.**
- 5.1.1 The deficiencies of the current SCS, prepared in 2007/8 (lack of focus, no overall cohesion), would have been identified before its adoption for 2008-2011 if it had been subject to outside scrutiny. The obvious body to provide such inspection is the Overview and Scrutiny Committee of the

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Council, which already has a pre-scrutiny function for other Council policies and programmes. This would also correspond with the transparency recommendations detailed in the Group's interim report (Appendix 12).

5.1.2 The next SCS will run from April 2011 to March 2014. The Group is informed that a draft is expected to become available in January 2011, which will provide adequate time for its consideration and, if necessary, revision.

5.2 Recommendation 10: We recommend that there should be a full review and audit of each completed SCS by the Overview and Scrutiny Committee.

5.2.1 The Group has identified that record-keeping for the LSP in the past has been deficient and that it is not possible to assess how effective it has been. There should be a mechanism for conducting such an assessment, and capturing any lessons learned for future work. It follows naturally from Recommendation 1 that the appropriate body to undertake this role is the Committee.

5.3 Recommendation 11: We recommend that the Redditch Partnership and the SCS be subject to six-monthly monitoring sessions by the Overview and Scrutiny Committee.

5.3.1 The Group has identified that in the past the LSP was allowed to become moribund, almost certainly because it was poorly-known and little understood. Regular external monitoring will prevent this from occurring, and the Committee already discharges a similar quarterly function with regard to annual budget and performance indicators. Given that the SCS is a three-year programme, involving issues which are likely to change slowly, monitoring every six months would be appropriate.

5.3.2 We are aware that the LSP proposes to implement a new performance management framework. The Group would expect that such a framework would support the monitoring system envisaged in this report, so that its results could be shared with the Committee. This point should be borne in mind when the next draft SCS is subject to pre-scrutiny.

Operational: suggestions for improving the future work of the Redditch Partnership and the next SCS:

5.4 Recommendation 12: We recommend that the next SCS should have fewer, more focused targets (perhaps four-six) which are specific,

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measurable, achievable, relevant and time-bound.

- 5.4.1 A major factor contributing to the irrelevance of the current SCS is the broad range of the topics which it covers and the open-ended nature of the targets it contains. The LSP will be better able to add value if it concentrates on fewer targets which genuinely cut across the activities of all member partners. These targets should be “SMART” (specific, measurable, achievable, relevant, time-bound). The current targets have not been developed in accordance with this criteria.
- 5.4.2 Given Recommendation 13 (see below), the Group was unable to reach consensus on a preferred number of targets. This, in any event, will vary from time to time depending on the circumstances in which each new SCS is drafted.
- 5.5 Recommendation 13: We recommend that for the foreseeable future, the SCS should contain targets relating to health and educational inequalities in Redditch.**
- 5.5.1 The Red Flag issues in relation to Redditch did not spring up overnight but have developed over several decades. It remains important to continue to address these issues, despite the conclusion of the CAA, as they remain problems which have a significant impact on local residents. Therefore, the Group is in agreement that both issues should be included amongst the targets that will be contained in the Redditch SCS.
- 5.5.2 It is unlikely that the problems with educational attainment and health inequalities will be reversed within the three year lifetime of a single SCS. For this reason, the Group is in agreement that there should be a requirement for educational attainment and health inequalities to be prioritised in the SCS for the foreseeable future.
- 5.6 Recommendation 14: We recommend that the priorities within the SCS should reflect residents’ priorities (as identified through consultation) and also dovetail with those of the Worcestershire Partnership.**
- 5.6.1 The SCS is most likely to achieve success, and the LSP will most likely generate a high level of public engagement, if its priorities are aligned with those of the people of Redditch.
- 5.6.2 Equally, it makes sense for the LSP to bear in mind the wider Worcestershire context. The Group sees this as a two-way process, with

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the Redditch LSP also influencing the wider Worcestershire agenda.

- 5.7 Recommendation 15: We recommend that the LSP requires the support of a full-time permanent Partnership Manager reporting directly to the Director of Policy, Performance and Partnerships.**
- 5.7.1 Our investigation indicates that for the LSP to operate effectively it requires the full-time support of a permanent Partnership Manager. In order to ensure that this area of work receives the priority it demands, the post should report direct to a senior member of the Council's Corporate Management Team, the Director of Policy, Performance and Partnerships.
- 5.7.2 For the foreseeable future, all local government bodies are likely to experience severe restrictions on their available resources. This places a premium upon being able to extract maximum value from co-operation with partner organisations, and would justify expenditure to support the Partnership Manager function.
- 5.8 Interim Report recommendations**
- 5.8.1 The Group previously reported eight recommendations for the consideration of the Executive Committee on 31st March and of the Redditch Partnership Management Board on the 27th May 2010. These recommendations encouraged the Redditch Partnership to undertake further work to engage with local residents and aimed to enhance the accountability and transparency of the LSP's work.
- 5.8.2 Subject to a small number of amendments these recommendations were approved and work has already occurred to implement many of the actions suggested. Further information about those recommendations is provided in Appendix 8.

6. OTHER ISSUES

- 6.1 In our interim report the Group discussed the matter of the Local Area Agreement (LAA), which had been included in an initial draft scope for the review. At that time the Group considered it likely that a further Task and Finish review on that subject would be required, to follow immediately on the completion of this review, because of the interconnectedness of the LSP's role and the impact of the LAA.
- 6.2 The Group now considers that, on balance, such a further review may not be necessary. The attitude of the Coalition Government towards LAA

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arrangements is uncertain, and the governance framework could well change. If the Committee has established the regular monitoring envisaged in these recommendations, it is likely to detect any issues with the LAA which affect the LSP and any recommendations for scrutiny and review of the LAA would most likely mimic, and be incorporated into, those for the LSP.

- 6.3 For these reasons the Group considers a further review of the LAA to be no longer urgent. The position should be revisited in the future, when the Committee has the benefit of experience in monitoring the LSP.

7. FINANCIAL IMPLICATIONS

- 7.1 Expenditure of £90,000 for the partnership is a considerable amount of money in its own right. However, in the context of the total expenditure in Redditch by the various partner organisations, it is actually quite small in comparative terms.
- 7.2 The vast majority of the cost attributed to the Council involves the assessed value of Officer time in working on LSP-related matters, often of a strategic planning nature. The Group was in agreement that the overwhelming majority of these costs would have been incurred by the Council in some form or another irrespective of whether or not the LSP existed. Under these circumstances the Group believes that the recommendation to secure the Redditch Partnership Management post as a permanent position represents justifiable expenditure.

8. LEGAL IMPLICATIONS

There are no legal implications to this report.

9. POLICY IMPLICATIONS

There are no direct policy implications for the Council. However, there are policy implications for the Redditch Partnership in relation to the contents of the SCS. The Group's recommendations concerning the inclusion of the subjects of educational attainment and health inequalities and the suggestion that the number of targets be limited to between four and six would influence the final contents of the strategy for the foreseeable future.

10. COUNCIL OBJECTIVES

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The Council's objectives are in part, though not exclusively, influenced by the contents of the SCS. Therefore, any amendments to the SCS might need to be assessed to determine the potential implications for the Council's core objectives.

11. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

There are no risk management implications.

12. CUSTOMER IMPLICATIONS

Recommendation 14 in the report urges the Redditch Partnership to ensure that the targets contained within the SCS correspond with the priorities of local residents. Approval of this recommendation would therefore encourage the partnership to adopt a more direct customer focus.

13. EQUALITIES AND DIVERSITY IMPLICATIONS

There are no equalities or diversity implications.

14. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

There are no value for money, procurement or asset management implications.

15. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

There are no climate change, carbon management or biodiversity implications.

16. HUMAN RESOURCES IMPLICATIONS

16.1 The Redditch Partnership Manager's post is currently a secondment position. The recommendation that this post should become a full-time permanent position would require the Council to allocate ongoing funding to support the post.

16.2 Converting the current temporary post of Partnership Manager into a permanent position may have implications for staffing in other departments. However, the Council is currently in the process of undertaking service team reviews. As part of this process the Policy Team, which includes the Redditch Partnership Manager, is due to be reviewed between the end of

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2010 and start of 2011. Subject to approval by the Executive Committee and full Council, recommendation 7 to this report, regarding the Redditch Partnership Manager's post, should ideally be considered as part of this review.

17. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

The three recommendations relating to the suggested monitoring role for the Overview and Scrutiny Committee in relation to the work of the LSP and the SCS should enhance the governance and performance management arrangements of the Redditch Partnership.

18. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

There are no community safety implications.

19. HEALTH INEQUALITIES IMPLICATIONS

The Redditch Partnership is coordinating work within the Borough to address the health inequalities that were identified in the recent CAA process. Regular updates should help to ensure that all Members are kept informed of the Partnership's progress.

19. LESSONS LEARNT

When this Group was established, a target date for completion of January 2011 was set. The Group has reviewed a considerable body of evidence in the production of this report, and has managed to complete it well ahead of schedule. We believe that the approach we have developed for dealing with complex subjects could be beneficial for future Task and Finish Groups established by the Committee.

20. COMMUNITY AND STAKEHOLDER ENGAGEMENT

During the course of the review we consulted with representatives of the Redditch Partnership as well as with relevant Officers from the Council. This included interviews with the following individuals:

- a) Mrs Ann Sowton, - the Bromsgrove and Redditch Network (BARN);
- b) Councillor Carole Gandy - Redditch Borough Council (the Leader of the Council and Chair of the Redditch Partnership);
- c) Mr Jim Smith - the Redditch Community Forum;
- d) Mr Peter Sugg - Worcestershire County Council;

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- e) Mr Peter Fryers - Worcestershire PCT; and
 f) Mr Hugh Bennett – Director of Policy, Performance and Partnerships, Redditch Borough Council.

The Redditch Partnership Manager and the Housing Policy Manager at Redditch Borough Council were interviewed during the course of the review. The Task and Finish Group would like to thank all of these expert witnesses for the assistance they provided during the course of the review.

22. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	No
Executive Director (S151 Officer)	No
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No
Director of Policy, Performance and Partnerships	Yes (please see the above for further detail).
Head of Service	No
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

23. WARDS AFFECTED

There is no specific ward relevance.

24. APPENDICES

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- Appendix 1: The review's objectives.
- Appendix 2: LSP structure diagram.
- Appendix 3: Member organisations.
- Appendix 4: Current and past work of the LSP.
- Appendix 5: Summary of other local authority reports.
- Appendix 6: Analysis of feedback – Is the Redditch Partnership working and is the SCS working?
- Appendix 7: Analysis of Feedback – What should be done to improve the SCS?
- Appendix 8: LSP Task and Finish Group's Interim Report.

25. BACKGROUND PAPERS

Birmingham City Council, 'Scrutiny Review of the Birmingham Strategic Partnership', (September 2005).

Changing Places: Local Area Agreements and Two-Tier Local Government, (Local Government Association, September 2008).

Fylde Borough Council, 'Scrutiny Review of Local Strategic Partnerships', (2006).

London Borough of Hillingdon, 'Working of the Local Strategic Partnership – Hillingdon Partners', (2005/06).

LSP Task and Finish Group Interim Report (Appendix 8).

Notes from the interview with Mrs Ann Sowton, BARN, (26th April 2010).

Notes from the interview with Councillor Carole Gandy, Chair of the Partnership and Leader of Redditch Borough Council (8th April 2010).

Notes from the interview with Mr Hugh Bennett, Redditch Borough Council, (29th June 2010).

Notes from the interview with Mr Jim Smith, Redditch Community Forum, (7th April 2010).

Notes from the interview with Mr Peter Fryers, Worcestershire PCT, (29th March 2010).

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Notes from the interview with Mr Peter Sugg, Worcestershire County Council, (12th April 2010).

Redditch Partnership: Partnership Agreement and Protocol, (September 2008).

26. KEY

CAA	-	Comprehensive Area Assessment
LAA	-	Local Area agreement
LSP	-	Local Strategic Partnership
SCS	-	Sustainable Community Strategy

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APPENDIX 1: The Review's objectives

- 1) To examine the Redditch Partnership in order to clarify:
 - a) how the Redditch Partnership works;
 - b) which organisations are represented on the Redditch Partnership;
 - c) the specific roles of each partner on the Redditch Partnership;
 - d) the channels utilised to report the work of the Redditch Partnership and any Sub-Groups of the partnership;
 - e) how frequently the Redditch Partnership meets; and
 - f) what Redditch Partnership Sub-Groups exist and what the roles of those Sub-Groups are.

- 2) To review how the Redditch Partnership was involved in the development of:
 - a) the Sustainable Community Strategy (SCS); and
 - b) the Local Area Agreement (LAA) (alongside the Worcestershire Partnership).

- 3) To determine whether improvements could be made to the way that the Redditch Partnership is involved, in some cases alongside the Worcestershire Partnership in the development of:
 - a) the SCS; and
 - b) the LAA.

- 4) To examine the methods used to engage local Councillors and appropriate communications techniques for keeping all elected Councillors informed about the Redditch Partnership.

- 5) To review the accountability and transparency of the work of the Redditch Partnership.

This would require members to review:

 - a) current mechanisms in place to ensure that the work of the Redditch Partnership is transparent and accountable to the public;
 - b) alternative mechanisms utilised in other areas; and
 - c) ways in which the Council's scrutiny function could enhance the accountability and transparency of the Redditch Partnership on an ongoing basis.

- 6) To examine the financial contributions made by partners on the Redditch Partnership to the work of the LSP.

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- 7) To assess how the Redditch Partnership intends to encourage wider community engagement in developing local strategies and priorities, as required through the 'duty to involve' set out in the Government White Paper 'Strong and Prosperous Communities'.

This could involve:

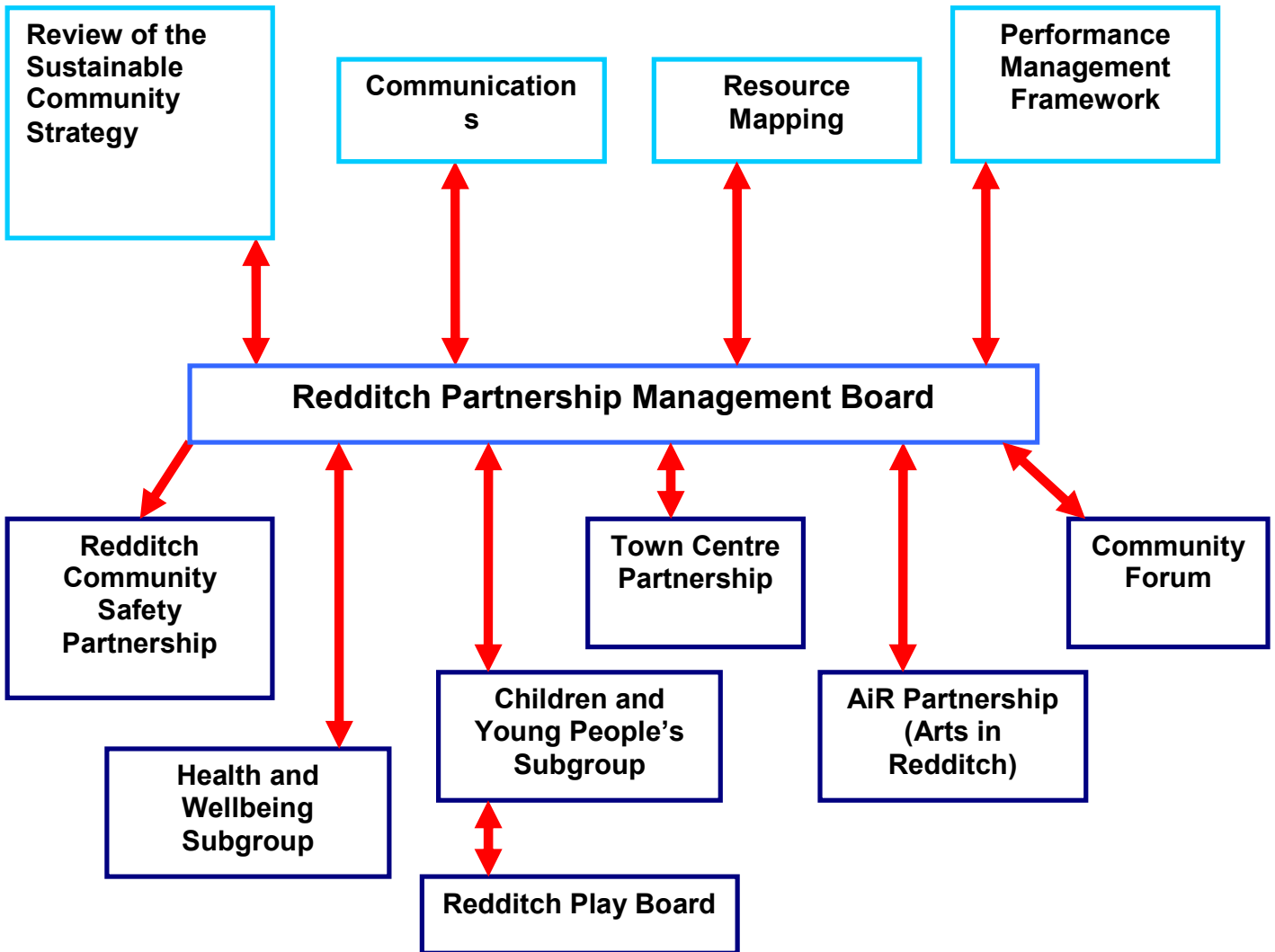
- a) a review of the Redditch Partnership's current arrangements for engaging local residents;
- b) a review of the Redditch Partnership's plans for future engagement with local residents; and
- c) a review of additional arrangements that could be utilised by the Redditch Partnership to engage with local residents.

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APPENDIX 2: LSP Structure Diagram – The Redditch Partnership

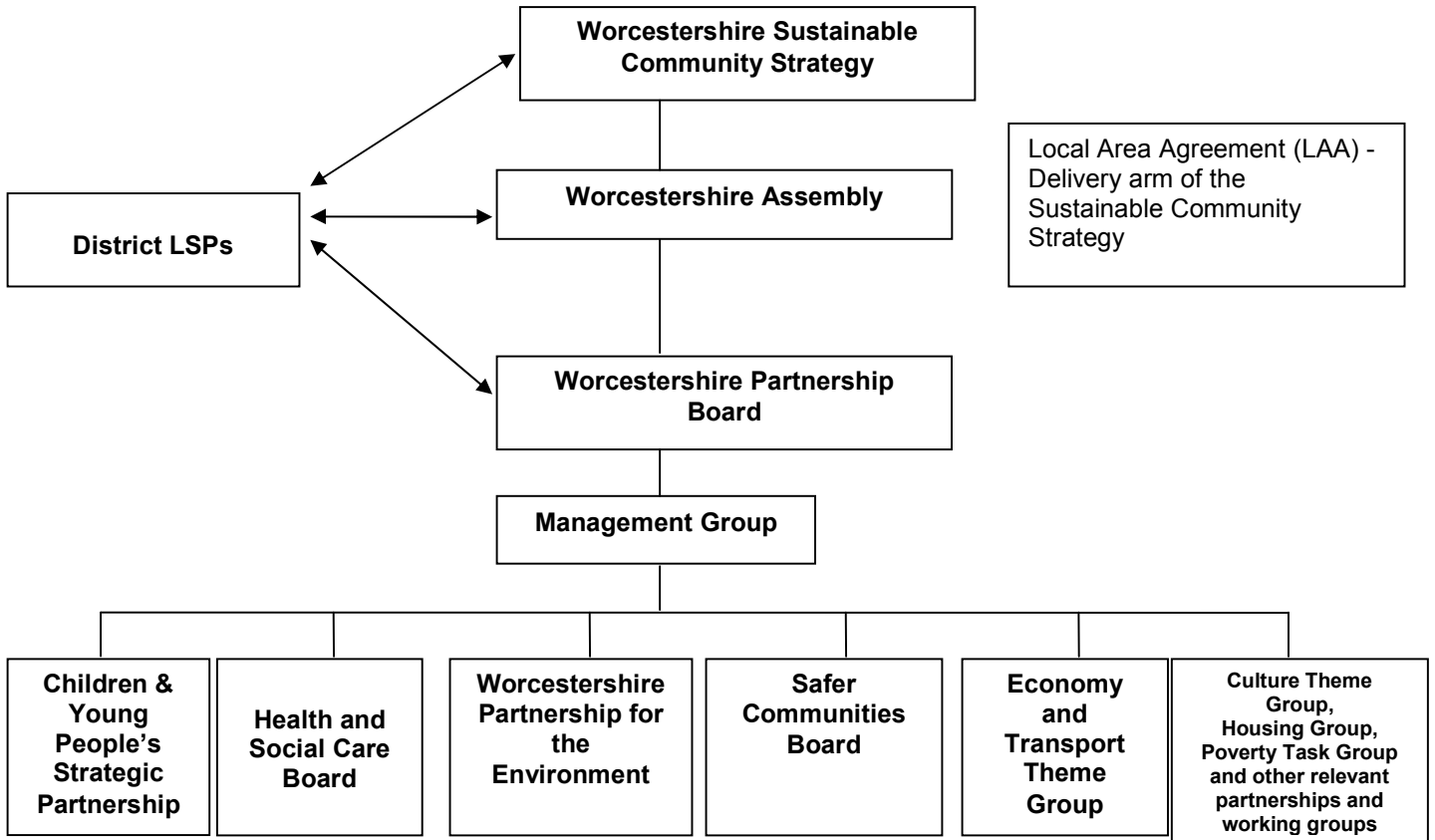


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APPENDIX 2: LSP Structure Diagram – Links to the Worcestershire Partnership



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APPENDIX 3: Member Organisations

A number of local partner organisations sit on the Partnership Management Board, which is the co-ordinating body of the Redditch Partnership with responsibility for developing the SCS and for the governance of the partnership. This includes the following organisations:

The Bromsgrove and Redditch Network (BARN), representing the Voluntary and Community Sector.

Chamber of Commerce.

The Federation of Small Businesses.

Hereford and Worcester Fire and Rescue.

Kingfisher Shopping Centre.

Redditch Borough Council.

Redditch Community Forum.

Redditch Community Safety Partnership.

Redditch NEW College.

West Mercia Police.

Worcestershire County Council.

Worcestershire PCT.

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APPENDIX 4: Current and past work of the LSP

As requested by Task and Finish Group Members, please find below a list of current work and some detail of the past work undertaken by the Partnership since 2003. Unfortunately, records do not exist which enable a comprehensive view of work undertaken pre-2007.

Any work listed here is in addition to all of the actions which are being undertaken by individual organisations that contribute to the priorities under the 6 themes of the Sustainable Community Strategy. These have been provided separately.

2010

- a) CAA –Education work.
- b) CAA – Health work.
- c) Progression of the Areas of Highest Need project in Winyates with LAA Reward money.
- d) Progression of the Urban Tracks project.
- e) Redditch Partnership Event – We Are Redditch.
- f) Teenage Pregnancy project.

2009

- g) Warmer Worcestershire Project.
- h) Health and Well Being Subgroup work including Obesity DVD, Get Cooking project, PSI instruction DVD, Falls strategy work.
- i) Alcohol related project through CDRP – 1) engage and educate young people, 2) due diligence audits.

2008

- j) Sustainable Community Strategy 2008-2011.

2007

- k) Redditch Partnership Annual Conference – “State of the Borough”.
- l) Local Heroes Awards.

2003

- m) 20:20 Vision Strategy.

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APPENDIX 5: Summary of other Local Authority Reports

We have reviewed LSP scrutiny reports compiled by three local authorities (Birmingham City Council, Fylde Borough Council and the London Borough of Hillingdon) to assess best practice. Their combined 41 recommendations cover similar ground and the majority of these have already been addressed by the current structure of the Redditch LSP (14), identified and agreed in previous meetings of the Task and Finish Group (13) or are not relevant to our circumstances (8).

Birmingham City Council's Recommendations and Relevance to the Redditch Borough Council Review (September 2005)

RECOMMENDATION	COMMENT
(1) That a report is produced and considered by the Birmingham Strategic Partnership (BSP) Board that sets out what steps are to be taken to develop a more strategic role for the partnership in the future and how this will be supported.	The Task and Finish Group are undertaking this in the current report.
(2) In order to develop and prepare for the forthcoming Local Area Agreement, the BSP should establish an implementation group. The Local Area Agreement should be Council led.	Not relevant: the LAA is already implemented in Redditch.
(3) That a report is shared with the Coordinating Overview and Scrutiny Committee on the results of the BSP review of structures and linkages between the levels of the wider partnership. (including the thematic Partnerships and Panels, Sub Committees, Wards and District Partnerships). This report should include the means by which these different elements of the wider partnership will communicate with one another.	The Task and finish Group are undertaking this in the current report.
(4) That the Partnership Board puts in place arrangements to annually review its membership and structure to ensure that: a) Its size does not become unwieldy (i.e. no more than 30 members). b) It continues to be fit for purpose (i.e. that the membership is appropriate to support the development of a strategic agenda and that it links up with all interests and communities in the city).	Already covered by existing Redditch Protocol.

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<p>(5) The BSP should develop a communications strategy to promote greater understanding of the BSP. This should include:</p> <ul style="list-style-type: none"> a) producing an annual report; b) considering the provision of question cards for use by the public; c) revising the BSP website; and d) holding all meetings in public where appropriate 	<p>The Task and Finish Group has already identified the communication and engagement issues.</p>
<p>(6) The BSP should develop a formal 'Partnership Protocol' which is made publicly accessible. This should cover:</p> <ul style="list-style-type: none"> a) the roles, rights and responsibilities of the members; b) codes of conduct; and c) declarations of interest. 	<p>Not relevant: Redditch already has a Protocol.</p>
<p>(7) That the Leader of the Council agrees a process whereby there is an annual report back to the Council on the activities and developments of the BSP and the City Council's contribution to them.</p>	<p>The Task and finish Group has already identified this issue.</p>
<p>(8) That the Coordinating Overview and Scrutiny Committee sets a framework for identifying how BSP and key partnership activity might be overseen by the scrutiny function.</p>	<p>The Task and Finish Group has already identified this issue.</p>
<p>(9) Progress towards achievement of these recommendations should be reported to the Coordinating Overview and Scrutiny Committee by March 2006. Subsequent progress reports will be scheduled by the Committee thereafter until all recommendations are implemented.</p>	<p>This is already covered by standard Redditch Overview and Scrutiny practices.</p>

Fylde Borough Council's Recommendations and Relevance to the Redditch Borough Council Review (January 2007)

RECOMMENDATION	COMMENT
<p>(1) The Task and Finish Group support the proposal to develop a constitution for the LSP detailing specific terms of reference for the LSP and the selection of members for the Executive.</p>	<p>Not relevant: Redditch already has a Protocol.</p>

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****8th September 2010**

RECOMMENDATION	COMMENT
(2) The Task and Finish Group recommends that the LSP review its membership structure to enable a core membership of each of the thematic groups.	Already covered by existing Redditch Protocol.
(3) The Task & Finish Group recommends that the LSP thematic groups publish a meeting schedule with set dates and times for all groups on a quarterly basis in advance.	
(4) At least one member of the Community Outlook Scrutiny Committee should attend each meeting of the LSP Forum.	Redditch LSP has an annual partners' meeting rather than a specific LSP Forum.
(5) That the Committee supports the principle that all content of Fylde in Focus should be driven by LSP Partners with clear branding to identify and publicise the relevant thematic group.	The Task and Finish Group has already identified the need to publicise the LSP through Redditch Matters.
(6) Fylde Borough Council representation is amended to reflect the changes in Table 2.	Not relevant: specific to Fylde.
(7) The Committee supports the development and implementation of a Performance Management Framework for the LSP.	
(8) The Performance Management Framework for the LSP sets out specific performance indicators measuring targets against the thematic group action plans.	
(9) The Community Outlook Scrutiny Committee receive updates on these performance indicators on a 6 monthly basis.	
(10) The Community Outlook Scrutiny Committee present exception reports to the Cabinet/Portfolio holder if there is a cause for concern regarding performance of a specific area.	This is already covered by standard Redditch Overview and Scrutiny practice.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****8th September 2010****Hillingdon London Borough Council's Recommendations and Relevance to the Redditch Borough Council Review (March 2006).**

RECOMMENDATION	COMMENT
(1) Cabinet Members should become members of Local Strategic Partnership (LSP) theme groups that fall within their portfolios and be active in connecting Council strategy with the work of the Theme Groups.	This is already undertaken by the Redditch LSP.
(2) The range and number of theme groups should be reviewed. Those that have not performed effectively should either be dropped or reconfigured. Consideration should be given to re-organising around the four blocks proposed for Local Area Agreements although not limited by these.	This is already undertaken by the Redditch LSP.
(3) Two new theme groups should be set up – one on Land Transport and the other on Voluntary and Community Grants.	Not relevant: specific to Hillingdon.
(4) The theme groups for a Prosperous Borough and for Learning and Culture (or similar if theme groups are reorganised) should set up a joint task group to review the problems of, and recommend action on, skills shortages across the borough.	Not relevant: specific to Hillingdon.
(5) The LSP Executive must ensure cross-cutting issues are taken up by appropriate theme groups, and regularly monitor the functioning of the theme groups.	This is already undertaken by the Redditch LSP.
(6) Each theme group should regularly monitor, review and benchmark its progress, and report on this to the LSP Executive.	This is already undertaken by Redditch LSP.
(7) As already recommended to Cabinet, in the context of the roll forward of Community Strategy targets, we should be moving to a much smaller number of shared targets (around 40) focused on delivery and well supported by the local community. This is something that should be brought in for the 2007/8 targets.	Not relevant: specific to Hillingdon. The Redditch LSP has already simplified the number of its targets.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****8th September 2010**

RECOMMENDATION	COMMENT
<p>(8) Accountability to the public and local communities needs to be strengthened – there needs to be an interactive, bottom-up mechanism for feeding through views and needs to the LSP and the theme groups. Three actions need to be taken to ensure this:</p> <p>(a) There should be a well-publicised and well-attended public scrutiny event on the Community Strategy once a year, following publication of performance against community-set targets;</p> <p>(b) Local level consultative bodies, similar to or using the People’s Panels set up under the Neighbourhood Partnership initiative, need to be encouraged to feed views to and receive feedback from theme groups and the full LSP. Local Councillors should be encouraged to become involved in these local bodies; and</p> <p>(c) As the lead body on the LSP, the Council should be mandated to ensure officers take action on the above two points and should require a report on progress in autumn 2006.</p>	<p>The Task and finish Group has already identified the communication and engagement issues. Most of these recommendations are specific to Hillingdon.</p>
<p>(9) The Council’s Overview and Scrutiny arrangements should be used to provide scrutiny of the LSP. This should be achieved by:</p> <p>(a) Quarterly reports from the LSP to an appropriate O&S committee, with the lead LSP Officer in attendance;</p> <p>(b) The lead Cabinet Member for the LSP/Community Strategy and each of the theme group Chairmen attending a challenge session with an appropriate Overview and Scrutiny Committee on an annual basis.</p>	
<p>(10) We welcome ODPM’s proposals for a legislative foundation for LSPs and recommend the LSP and the Council support it, as it should secure engagement from the key local public agencies. It would also provide a stronger basis for holding the partnership to account. We also endorse the Audit Commission’s recommendations of a formal partnership agreement, to be signed by all partners, which would provide a sound basis for voluntary engagement in advance of legislation.</p>	<p>This is already covered by existing Redditch Protocol.</p>

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****8th September 2010**

RECOMMENDATION	COMMENT
(11) The entire process of involving representatives in the LSP needs to be reviewed so that organisations that may have the interest and potential to contribute to the LSP are not missed. The path to membership needs to be open, transparent and reviewable.	This is already covered by existing Redditch Protocol.
(12) Community engagement needs to be strengthened by more localised partnership working, developed around the Local Area Agreements. The experience and success of the Neighbourhood Partnership Initiative and of local planning forums needs to be built on in this respect.	Not relevant: specific to Hillingdon.
(13) Ward Councillors need to develop a strong community leadership role, become engaged with and scrutinise local partnership. Support, especially training and information, needs to be provided to enable them to do this.	The Task and Finish Group has already identified this issue.
(14) A communication strategy needs to be developed and implemented for the LSP – to raise its profile and explain the benefits of partnership and how it meets public expectations.	The Task and Finish Group has already identified this issue.
(15) The LSP needs to have specific engagement and communication targets. Achievement on these areas should be measured in annual stakeholder and public surveys and benchmarked against best practice elsewhere.	The Task and Finish Group has already identified this issue.
(16) Specific projects should be sought to engage young people with the LSP and partner organisations. An example might be sports development in parks, which experience reported to us in evidence indicates would interest young people but also have wider community benefit if young people at risk of committing anti-social behaviour are targeted.	This is arguably already covered by the need to respond to the Red Flag.
(17) The functions of new LSP support office should include promotion and communication; bidding and levering in funding; developing a good information base; and building partnership at local level.	Redditch already covers this function.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****8th September 2010**

RECOMMENDATION	COMMENT
(18) We reiterate the recommendation we have already made to Cabinet that a small number of central posts – one for each of the 3 (constituency) safer neighbourhood areas to be created – are set up to co-ordinate and build the Council's ability to respond to the roll out of Safer Neighbourhoods. These posts should be modelled on the successful work done to date by Maggie Allen (seconded by Groundwork to the Council) and could be funded by using a proportion of the Public Service Agreement Reward Grant to the Council.	Not relevant: specific to Hillingdon.
(19) The LSP should take on a major issue or project in the borough as a demonstration project of how it can make a difference to people's lives. An example might be local transport infrastructure.	This is arguably already covered by the need to respond to the Red Flag.
(20) The LSP needs to establish itself as a clearing-house for initiatives by partners that involve more than one partner. This needs to be done with the minimum of bureaucracy but with sufficient communication to cut down duplication and build co-operation.	The Task and Finish Group are reviewing this in the current report.
(21) Hillingdon should take advantage of being in the later wave of LAAs and examine best practice elsewhere, in order to guide plans. This could involve a major review by an appropriate Overview and Scrutiny committee undertaken in the first half of 2006/7 – collecting and assessing evidence from elsewhere, benchmarking, scrutinising Hillingdon's plans and making recommendations to Cabinet by October 2006.	The Task and Finish Group are undertaking this in the current report.
(22) That these recommendations, after consideration by Cabinet, should go to the full LSP.	This is Already covered by standard Redditch Overview and Scrutiny practices.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**

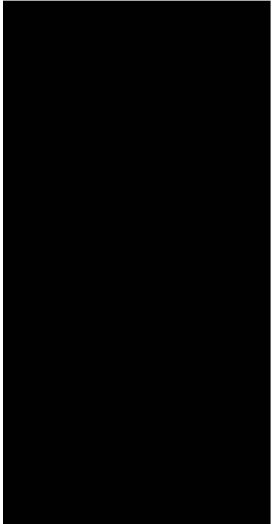
8th September 2010

APPENDIX 6: Analysis of feedback – Is the Redditch Partnership working and is the SCS working?

Expert Witness	Is the Redditch Partnership working?	Is the Redditch Sustainable Community Strategy (SCS) working?
Peter Fryers	The Partnership did not work well in the past and was slow to get going after the re-launch but has been operating much better recently.	The SCS is not working and has too many targets.
Jim Smith	The Redditch Partnership did not work well in the past, though had been progressing well since the appointment of the Manager. Greater involvement of Worcestershire County Council was needed to help achieve further improvements.	The SCS is not working. It is ignored by many partners and has too many targets.
Councillor Gandy	The Redditch Partnership did not work well in the past but is now improving.	The SCS is not working and there is a need to reflect on the red flag issues and how this relates (and should relate) to the contents of the SCS.
Peter Sugg	The Redditch Partnership did not work well in the past but has been improving recently.	The SCS is not working and is not a useful working document.
Anne Sowton	The Redditch Partnership did not work well in the past but has been improving recently.	The SCS is not working and has too many targets.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE****8th September 2010****APPENDIX 7: Analysis of Feedback – What should be done to improve the SCS?**

Expert Witness	What do you do to improve the Sustainable Community Strategy (SCS)
Peter Fryers	Partner organisations need to work together better. The two issues that received red flags in the Comprehensive Area Assessment (CAA) should be prioritised (education attainment and health inequalities). There should be a maximum of four priorities in the SCS.
Jim Smith	The focus of the SCS should be on the two red flag issues. There should also be links to the Worcestershire Partnership's (County level) SCS.
Councillor Gandy	The two issues raised during the We are Redditch event should be prioritised: Education and jobs. Health inequalities, as a red flag issue, should also be prioritised.
Peter Sugg	The focus of the SCS should be on tangible outcomes. The number of priorities in the SCS needs to be reduced and should include children and young people and education attainment.
Anne Sowton	The two red flag issues should be prioritised in the SCS. There is an urgent need to identify permanent resources for the Redditch Partnership to support delivery in relation to the SCS targets.



Redditch Borough Council Overview & Scrutiny Committee

Local Strategic Partnership Task & Finish Group

Executive Summary of our Report



Before we start..... some abbreviations:

- LSP = Local Strategic Partnership
an umbrella body through which local
organisations agree to work together
(what this Report is all about)**
- SCS = Sustainable Community Strategy
(every Council is required by law to produce
a plan for promoting or improving the
economic, social and environmental well-
being of their area and contributing to the
achievement of sustainable development in
the United Kingdom)**

Got that? Then we'll begin....

What is the Redditch Partnership?

The Redditch Partnership is our LSP, comprising representatives from:

- Redditch Borough Council;
- Worcestershire County Council;
- West Mercia Constabulary;
- Worcestershire Primary Care Trust;
- Bromsgrove and Redditch Network;
- North East Worcestershire (NEW) College;
- Hereford & Worcester Fire and Rescue Service;
- Federation of Small Businesses;
- Hereford & Worcestershire Chamber of Commerce;
- Kingfisher Centre;
- Redditch Community Safety Partnership;
- Redditch Community Forum.



Together these organisations draft and implement our SCS.

Some bad news...

In December 2009 the Audit Commission published its first Comprehensive Area Assessment of Worcestershire.

They found:



**Life
Expectancy**



**Educational
Attainment**

were **much worse** in the Redditch area than in the rest of Worcestershire.

(Things were **NOT** getting worse in Redditch, we just weren't doing as well as the rest of Worcestershire.)

...and then more news...

In May 2010 the Coalition Government decided to abolish Comprehensive Area Assessments.



Unfortunately, this has not abolished the health and education inequalities.

This required action...

The Overview & Scrutiny Committee of Redditch Council had already decided to investigate the Redditch Partnership. This added urgency.

Therefore...



... they set up a Committee!

Introduction

The Task & Finish Group



Cllr William Norton



Cllr Diane Thomas



Cllr Gay Hopkins



Cllr Jack Cookson



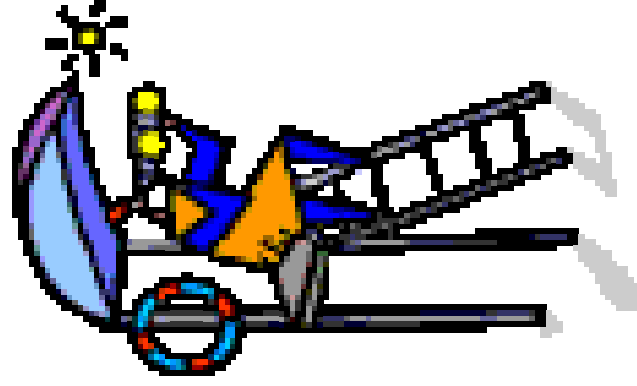
Cllr Andy Fry



**Jess Bayley
Support Officer**

Our objectives

- 1. To clarify how the Redditch LSP works.**
- 2. To review the role of the Partnership in developing the SCS.**
- 3. To determine whether any improvements can be made to the role of the LSP.**
- 4. To examine the methods used to engage and inform Redditch councillors.**
- 5. To review the accountability and transparency of the LSP.**
- 6. To examine financial contributions paid to the LSP.**
- 7. To assess how the LSP encourages wider community engagement.**



Our approach

We set out to answer three questions:

- 1. What is the current position with the LSP and SCS?**
- 2. Is it working?**
- 3. If not, what do we want the new position to be?**

We were not undertaking a comprehensive audit of the LSP or of how it responded to the Red Flag issues. Our role was to devise a system for others to do that.

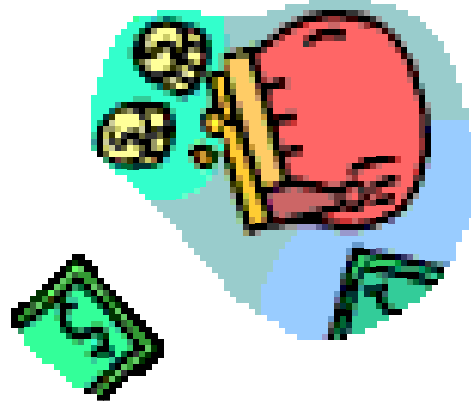
However, studying how the LSP responded to the Red Flags would indicate how much value it is adding as an organisation.

We questioned Redditch council officers who work with/for the LSP to discover the issues they had encountered.

We interviewed 6 local witnesses to probe their experiences of working with the LSP and their views of the current SCS.

We reviewed published studies and reports from similar local authorities to benchmark our initial findings and thoughts against current best practice elsewhere.

The LSP costs little...



The LSP is a “virtual body”, i.e. it has no separate existence from the member organisations.

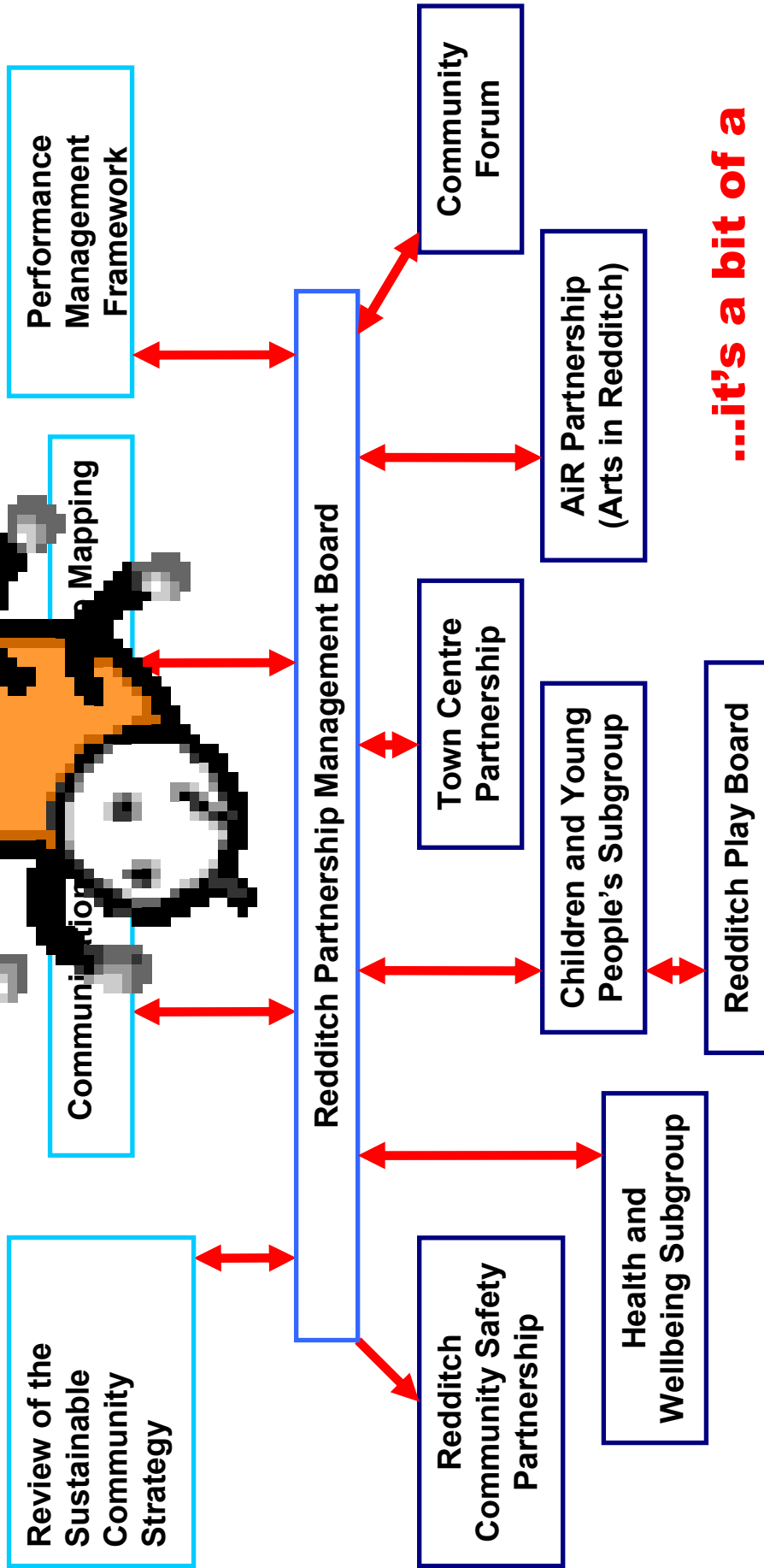
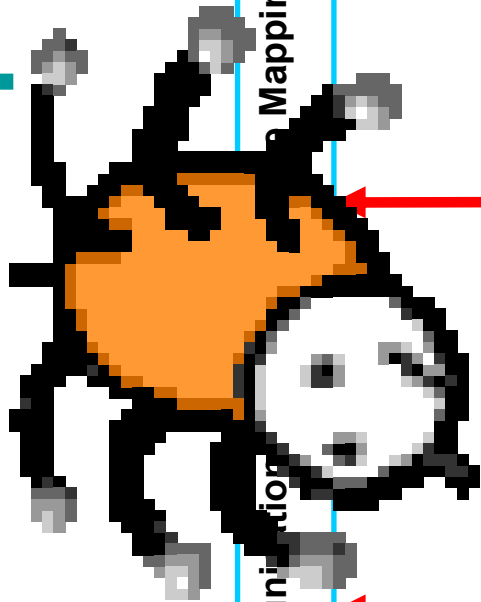
Annual running costs are about £90,000, almost all of which is borne by Redditch Council in the form of officer time. This is small compared to what individual partners are spending on their usual activities.

These costs would have been incurred any way on other or very similar duties even if the LSP did not exist.

The point about the LSP is not how much it spends, but whether it can generate better services through the mutual co-operation of the members...

Findings

The LSP is complicated...



...it's a bit of a spider's web

Findings

The LSP is anonymous....

Nobody knows it exists.

Nobody knows what it does (and this includes most of the elected councillors in Redditch).

It is difficult to prove how much value it adds.

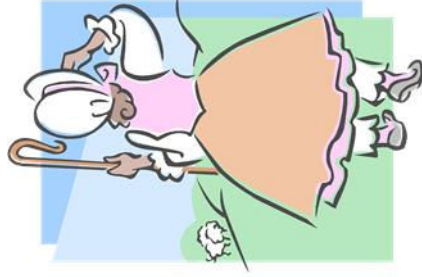
Nobody is really clear what the Sustainable Community Strategy is meant to achieve.

We think these are drawbacks...

...but our research suggests that these are common problems all across England.



The LSP lost its way in the past...



The LSP was established in 2001. Since then it has overseen the implementation of several SCS – but it is difficult to assess the level of success because no records have survived from that time.

All our witnesses agree that the LSP lost focus and direction around 2007. The trigger appears to have been the departure and non-replacement of the previous council officer who acted as Partnership Manager.

Although the reasons vary from place to place, our research again suggests Redditch is not unique in this.

...but the LSP is aware of this....

An officer has been seconded from Redditch Council to act as temporary Partnership Manager for a relaunch of the organisation in the autumn of 2009.



The Partnership has established four task & finish groups from among its members to cover:

- **Communications**
- **Resource mapping**
- **Performance management framework**
- **Review of the SCS**

These four areas are also where we would have concentrated attention...

Findings

...and it is responding well to the Red Flags

An Away Day was held in October 2009 to discuss the Red Flag issues.

A Health Improvement Action Plan is being devised for the borough as a whole.

An Area of Highest Need bid is being assembled for health “hotspots”.

A pilot Health Check exercise has been held in Winyates.

Redditch schools are identifying barriers to educational achievement.

The example of Warrington is being studied to assess lessons learned from elsewhere.

These are encouraging signs – but the momentum must be maintained.



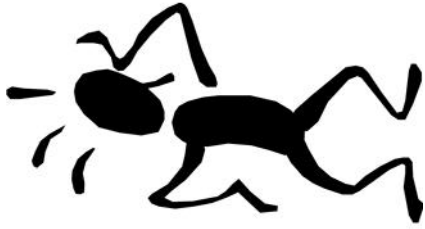
However, the SCS isn't working...

The current SCS covers the period 2008-2011. It was therefore devised in 2007 when conditions were very different.

The SCS contains 41 priorities across 6 themes. This is far too many, and they do not obviously dovetail into a coherent strategy.

All of our witnesses agree that the SCS no longer guides the work of the LSP and its members. It has ceased to be a living document.

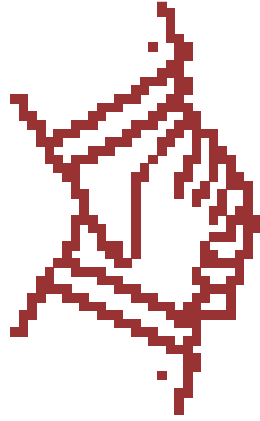
These are major flaws since the SCS is meant to be the “overall strategic direction and long-term vision for Redditch”.



Conclusions

Areas addressed

Our interim report in March 2010 concentrated on:



Engagement

Ensuring that Redditch Partnership involves the public in its work.

Accountability

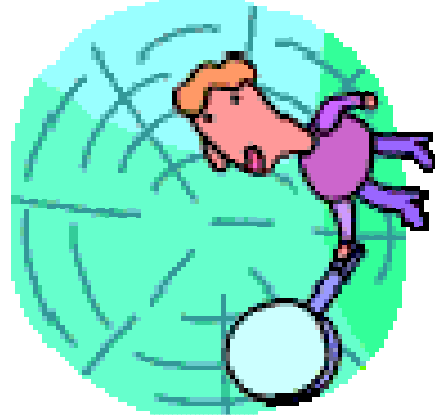
Ensuring the transparency and openness of the Partnership.



These recommendations (1-8) have already been accepted by Redditch Council and the Partnership and are being implemented.

Areas to be addressed

This final report also includes our further recommendations covering:

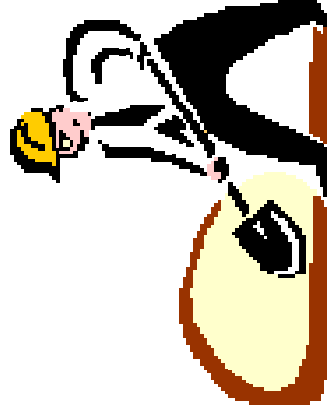


Monitoring

Ensuring that Redditch Partnership is subject to regular overview and scrutiny by councillors.

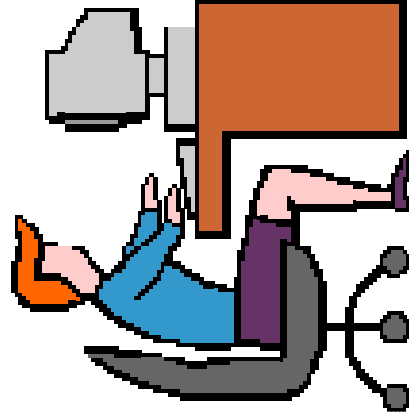
Operational

Suggestions for improving the future work of the Partnership and the next SCS.



Engagement

(1) The Partnership’s website, hosted by Redditch Council, should be relaunched with expanded material.



We worked with officers on improving the content of the website and endorsed the proposals. This will give the public far more information about the activities of the Partnership and a much greater opportunity to become involved in its work.

The new website went live in April 2010.

Engagement

(2) The Partnership should hold an annual “We Are Redditch” event for partners to inform the public about their work and consult them about its priorities.



The “We Are Redditch” consultation in the Kingfisher Centre in January 2010 received feedback from 264 members of the public. This should become an annual event, in a form to be determined by officers. January is probably not the best time of year for it.

The Redditch Partnership accepted this recommendation on 27 May 2010.

(3) The Partnership should publicise its work and invite public reaction by placing regular items from partners in *Redditch Matters*.

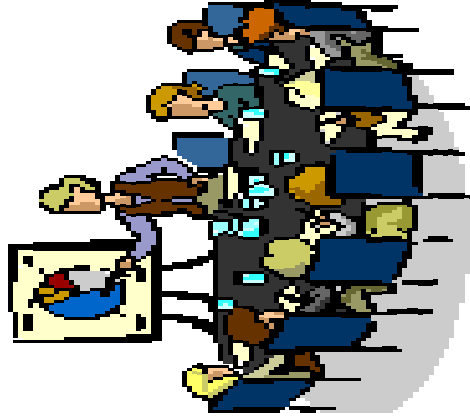


***Redditch Matters* is the Council's quarterly magazine with news and features on its activities, and information from the wider community of interest to residents. About 37,000 copies are distributed to households and businesses in the borough. It is an obvious means for raising the profile of the Partnership.**

Redditch Council Executive Committee agreed to this on 31 March, and the Partnership accepted it on 27 May 2010.

Engagement

(4) The Partnership should advertise and hold an Annual Meeting for partners and members of the public to discuss the state of the borough.

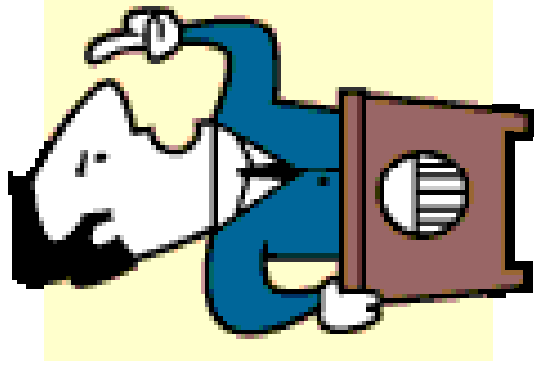


The Partnership's governing Protocol requires it to hold an Annual Meeting, but this has fallen into abeyance since 2007. This could be relaunched as a major showcase event, perhaps linked to the development of the new SCS, to promote public engagement in the town and its affairs.

The Redditch Partnership accepted this recommendation on 27th May 2010.

Accountability

(5) LSP Board meeting minutes should be circulated with the agenda for all Redditch Council meetings as part of the new Leader's Items section.



The Leader of the Council is the Executive member responsible for all partnership matters. Democratic accountability will be improved if LSP minutes are circulated to councillors to provide an opportunity for the Leader to be questioned on its activities.

Recommendation agreed as amended by Redditch Council Executive Committee on 31 March. It has been implemented from the start of the 2010/11 municipal year.

Accountability

(6) The Leader of the Council should provide a formal Annual Report of the Partnership at the end of the municipal year.



There is an existing informal practice for an end-of-year “State of the Borough” address. There is a requirement under the Protocol for the Partnership to publish an Annual Report. It makes sense to combine the two to provide a significant show-case for the town.

Redditch Council Executive Committee agreed on 31 March. It will be implemented during the 2010/11 municipal year.

Accountability



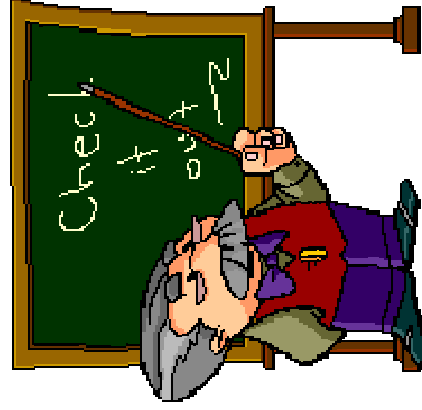
(7) Information about the Partnership should be included in the induction material for new councillors.

Given the importance of the Partnership in the workings of the Council, and its significance for their role in the community, it is essential that new councillors be made aware as early as possible about the LSP and what it does.

Redditch Council Executive Committee agreed on 31 March and it has been implemented for councillors elected in May 2010.

Accountability

(8) An event focusing on the Partnership be included as a standard part of the annual councillor training programme.



Following on from Recommendation (7), to assist councillors in being active community representatives, they should receive annual refreshers about the Partnership's work.

Redditch Council Executive Committee agreed on 31st March and it will be implemented during the 2010/11 municipal year.

Monitoring

(9) There should be pre-scrutiny of each new SCS by the Redditch Council Overview & Scrutiny Committee.



The weaknesses of the current SCS could have been avoided if it had been subjected to a process of external review and challenge before it was adopted.

Monitoring

(10) There should be a full review and audit of each completed SCS by the Redditch Council Overview & Scrutiny Committee.



It will assist the Partnership, and will enable councillors to discharge their duties to the public, if there is a formal review of each SCS at the completion of its three-year life. This will allow the capture of learning-points for future working to be improved.

Monitoring



(11) The Partnership and the SCS should be subject to six-monthly monitoring sessions by the Redditch Council Overview & Scrutiny Committee.

If the Partnership were subject to regular review it would prevent it from becoming moribund and would ensure that it remained focused in its work.

Operational

(12) The SCS should have fewer, more focused, targets - perhaps 4 to 6 - and these should be “SMART”.



A major factor contributing to the irrelevance of the current SCS is the breadth and open-ended nature of its scope.

The Partnership will be better able to add value if it concentrates on fewer targets which genuinely cut across the activities of all member partners. These targets should be “SMART” (specific, measurable, achievable, relevant, time-bound).

Recommendations

Operational

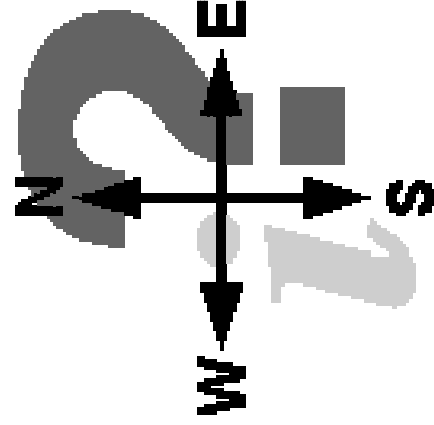
(13) For the foreseeable future, the SCS should include targets relating to the Red Flag items (health and educational inequalities).



It will take a considerable period of time for the inequalities identified by the Comprehensive Area Assessment to be reversed – far longer than the timespan of a single SCS.



Operational

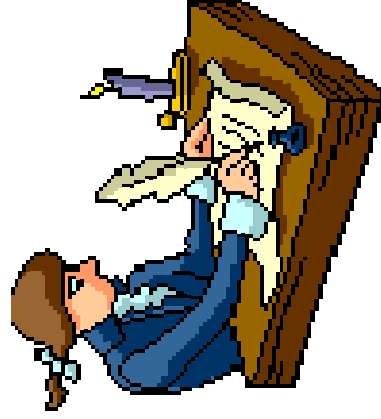


(14) The priorities within the SCS should reflect residents' priorities (identified through consultation under Recommendation 2) and also dovetail with those of the Worcestershire Partnership.

The Redditch SCS should not be regarded as operating in a vacuum. It has to be relevant to the concerns of residents, who are paying for it – and it also has to take into account the operation of the wider Worcestershire context (and influencing that agenda for the benefit of Redditch).

Operational

(15) The Partnership requires the support of a full-time permanent officer.



At present this post is discharged by a council officer seconded across on a temporary basis to handle the relaunch of its activities.

The post should be made permanent to ensure that the Partnership has full-time professional support. The officer should report direct to the Director of Policy, Performance & Partnerships.

Executive Committee

No Direct Ward Relevance

31st March 2010

LOCAL STRATEGIC PARTNERSHIP TASK AND FINISH GROUP - INTERIM REPORT

(Report of the Local Strategic Partnership Task and Finish Group)

1. Summary of Proposals

This report details a number of interim recommendations that have been concluded by the Local Strategic Partnership (LSP) Task and Finish Group. The Group's recommendations are designed to increase local Councillors' familiarity and involvement with the Redditch Partnership, the LSP in Redditch. The Group are also aiming during their review to produce recommendations that will: extend the level of public engagement in the work of the partnership; enhance the accountability of the partnership; and help improve performance management arrangements for the Redditch Partnership.

In addition to the recommendations contained within this report a number of options for improving the performance management of the Redditch Partnership have been discussed. These options have not yet been formalised into recommendations. However, they are detailed in this report to provide advance notice about the areas that remain to be addressed by the Group.

2. Recommendations

The Committee is asked to RECOMMEND that

Engagement recommendations: ensuring that the Redditch Partnership involves the public in its work:

- 1) following pre-scrutiny by the LSP Task and Finish Group, the proposed format and content of the Redditch Partnership's revamped website coverage, to be hosted by Redditch Borough Council, be endorsed;**
- 2) an event, along the lines of the We are Redditch exhibition, be held every year in a form determined appropriate by Officers;**
- 3) the Redditch Partnership and appropriate partners should publicise their work and invite public reaction by providing regular updates in Redditch Matters;**

-
- 4) the Redditch Partnership should hold and advertise an Annual Meeting, as required by the terms of the Partnership's protocol, which partners, potential partners and members of the public could attend;

Accountability recommendations: ensuring the transparency and openness of the partnership:

- 5) a new item be added to the full Council agenda requiring the Leader of the Council to deliver regular updates on the work of the Redditch Partnership since the previous meeting of the Council;
- 6) the Leader of the Council formally deliver an Annual Report to the last scheduled full Council meeting of the municipal year covering the work of the Redditch Partnership by formalising the current practice of delivering an annual "State of the Borough" address;
- 7) information about the Redditch Partnership and LSPs should be provided for Members' consideration as part of the Member induction process;
- 8) a training event focusing on LSPs should be provided as a standard part of the Member training programme each year;

and RESOLVE that

- 1) the Changing Places report should be considered as part of the subsequent Local Area Agreement Task and Finish review; and
- 2) the membership of the Local Area Agreement Task and Finish Group should be drawn from the membership of the LSP Task and Finish Group.

3. **Financial, Legal, Policy, Risk and Climate Change / Carbon Management Implications**

Financial

- 3.1 There are no direct financial implications. However, appropriate funds need to be allocated to support the member training programme each year. Currently, there is an annual budget of £2,740 for Member training (though each Councillor also receives an additional personal training allowance of £300). Standard training events and additional training activities need to be funded using this budget.

Legal

- 3.2 There are no legal implications.

Policy

- 3.3 The Council's constitution outlines the standard items which are included on a full Council agenda. The constitution would need to be amended to require the Leader of the Council to deliver an update on the work of the Redditch Partnership as a regular item on the full Council agenda. Similarly, the proposed requirement for the Leader of the Council to deliver an Annual Report on the subject of the Redditch Partnership would require amendments to the Council's constitution.

Risk

- 3.4 No risks have been identified.

Climate Change / Carbon Management

- 3.5 There are no climate change or carbon management implications.

Report**4. Background**

- 4.1 The LSP Task and Finish review was launched in January 2010. The Group consists of five members: Councillor Norton who chairs the Group and Councillors Cookson, Fry, Hopkins and Thomas.
- 4.2 The Group were commissioned to undertake this review by the Overview and Scrutiny Committee. The review was launched after Members expressed concerns about the degree to which Members, particularly non-executive Members, were involved with and had knowledge about the work of the Redditch Partnership.
- 4.3 The Overview and Scrutiny Committee also agreed that the subject was appropriate for review because of the important role of the LSP in developing the Sustainable Community Strategy (SCS). The Redditch SCS is a three-year strategy which is designed to provide a vision for the local area. The strategy comprises of themes and subsidiary priorities which the partner organisations represented on the Redditch Partnership, including Redditch Borough Council, all commit to deliver. The Redditch SCS is scheduled to be reviewed and refreshed in 2010.
- 4.4 The LSP Task and Finish Group have held a number of meetings and agreed some initial conclusions. This report has been presented at an early stage in the review to provide an opportunity for the

Group's recommendations to inform Council procedures from 2010/11.

5. Key Issues

- 5.1 The Redditch Partnership, as a LSP, is a non-statutory body. However, Redditch Borough Council, as the local authority in the area, has a responsibility to work with local partner organisations to develop the SCS in partnership with other local partner organisations. The coordination of this process through the LSP is considered the most appropriate way to secure collective agreement to the strategic vision and priorities contained within the SCS.
- 5.2 The work of the Redditch Partnership is coordinated by a Management Board, though more focussed, subject specific work is undertaken by various standing Theme Groups and Task and Finish Groups. The LSP's Management Board and subsidiary groups are held to account by the wider membership of the Redditch Partnership.
- 5.3 The work of the Redditch Partnership and content of the SCS is informed by the targets contained within the Worcestershire Local Area Agreement (LAA). This agreement is developed by the County's LSP, the Worcestershire Partnership, and sets the targets against which the performance of local partner organisations is measured.
- 5.4 Some local elected Councillors are actively involved in the work of the Redditch Partnership. The Leader of the Council has traditionally been a member of the LSP Management Board and is currently the Chair of the Partnership. The Deputy Leader of the Council and the leader of the largest opposition group on the Council are also members of the Management Board, alongside a County Councillor for the Borough. However, no non-executive Councillors are currently members of the Management Board or of any of the subsidiary groups.

6. Recommendations and Resolutions

- 6.1 The LSP Task and Finish Group have agreed a number of recommendations and are also suggesting some resolutions for Members' consideration.

- 6.2 Recommendation 1: We recommend that following pre-scrutiny by the LSP Task and Finish Group, the proposed format and content of the Redditch Partnership's revamped website coverage, to be hosted by Redditch Borough Council, be endorsed.**
- 6.2.1 During the course of the review the Group have concluded that further work needs to be undertaken to communicate the work of the Redditch Partnership to local stakeholders. They have recognised that website coverage is a useful communications tool that could be used to promote the work of the partnership.
- 6.2.2 The Redditch Partnership does not have a designated website. Instead, information about the partnership is provided on Redditch Borough Council's website. The Group has reviewed the existing content of these Web Pages and concluded that they were not fit for purpose. They suggested that alterations be made to improve these web pages, in accordance with an example of best practice developed by Stevenage Borough Council for their LSP.
- 6.2.3 The Group subsequently pre-scrutinised Officers' suggestions for altering the relevant section on the Council's website. These alterations include: proposals to provide general information about LSPs, information about the Redditch Partnership; information about the SCS and a link to the current version of that document; and links to the partnership's terms of reference and Worcestershire Partnership's website. The Group were satisfied that this represented a positive set of proposals and recommend that they should be endorsed.
- 6.3 Recommendation 2: We recommend that an event, along the lines of the 'We are Redditch' exhibition, be held every year in a form determined appropriate by Officers.**
- 6.3.1 The "We are Redditch" event was a consultation event which took place throughout a week in January 2010 in the Kingfisher Shopping Centre. This provided an opportunity for members of the Redditch Partnership to promote their work as well as the work of the LSP to the public. It also provided a useful opportunity for the partnership to consult with approximately 264 members of the public over the issues that they felt should be prioritised by the LSP and relevant partner organisations.
- 6.3.2 The Group are aware that this is the first time that this type of consultation event has been organised and delivered by the Redditch Partnership. The partnership has already considered the outcomes of the event and recommended improvements for the future. The Group have concurred that these recommended improvements should be endorsed as they would add value to future

consultation events and that similar events should be held every year.

6.4 Recommendation 3: We recommend that the Redditch Partnership and appropriate partners should publicise their work and invite public reaction by providing regular updates in Redditch Matters.

6.4.1 The Group recognises that there is a need to promote information about the work of the Redditch Partnership using a variety of communication tools. Many members of the public do not have access to the internet or are more comfortable referring to traditional forms of written publication. The Council's magazine, Redditch Matters, is one publication which could be utilised to promote the work of the Redditch Partnership to this audience.

6.4.2 The potential significance of Redditch Matters for promoting the work of the LSP has already been recognised by the Redditch Partnership. An article introducing residents to the Redditch Partnership appeared in the Spring 2010 edition of Redditch Matters. The Group have agreed that this practice should be extended to all following editions of the magazine and should encompass reports on both the work of the Redditch Partnership and the related work of partner organisations.

6.5 Recommendation 4: We recommend that the Redditch Partnership should hold and advertise an Annual Meeting, as required by the terms of the Partnership's protocol, which partners, potential partners and members of the public could attend.

6.5.1 The Redditch Partnership has set terms of reference which are detailed in a 'Partnership Agreement and Protocol' (September 2008). This protocol contains a commitment for there to be an annual meeting of the overarching Redditch Partnership to hold the LSP's Management Board, Theme Groups and Task and Finish Groups to account.

6.5.2 The Group are concerned that a meeting of the overarching Redditch Partnership has not taken place since the State of the Borough Conference in 2007. They agree that this urgently needs to be addressed and that the overarching Redditch Partnership meets annually. The meeting should also be organised to take place in time for the overarching partnership to review the contents of the refreshed SCS.

6.6 Recommendation 5: We recommend that a new item be added to the full Council agenda requiring the Leader of the Council to deliver regular updates on the work of the Redditch Partnership since the previous meeting of the Council.

6.6.1 During the course of their review the members of the Group have reached the conclusion that many local Councillors, particularly non-executive Councillors, are unfamiliar with the work of the Redditch Partnership. The majority of elected Members are not members of the Redditch Partnership and do not actively engage with the LSP.

6.6.2 The Group have expressed concerns about this level of Councillor engagement with the Redditch Partnership. They have concluded that this demonstrates that there is both a lack of transparency to the LSP process and a democratic deficit.

6.6.3 The Leader of the Council is, however, actively involved in the work of the Redditch Partnership. The Group have recognised that the Leader of the Council's role on the Redditch Partnership has changed over the past few years, resulting in the relatively recent appointment of the current Leader as Chair of the Management Board. However, the Group believe that it will always be appropriate for the Leader of the Council to be appointed to the Management Board in some capacity.

6.6.4 The Leader of the Council currently delivers regular reports on the subject of the Leader's activities at meetings of full Council. These are delivered as part of a standard 'Leader's Questions' item. Information about the work of the Redditch Partnership could be provided under this item. However, the members of the Group have expressed concerns that this would result in such updates being delivered alongside a variety of other reports. This could lead to a lack of clarity about which activities and initiatives had been delivered by the Redditch Partnership rather than another body.

6.6.5 The Group believe that the LSP is an important subject which should be discussed at the meetings of full Council. The explicit references to the Redditch Partnership in the Leader's reports under a designated item would help to reinforce the transparency of the process for the benefit of both elected Councillors and members of the public.

6.6.6 The Group recognise that whilst full Council meets on a monthly basis the Redditch Partnership's Management Board meets every six weeks. Therefore, at some full Council meeting the Leader may not have any new information to provide for the consideration of Members. However, the Group agrees that the report on the subject of the LSP should be retained as a standard item at each full Council

meeting to ensure that Members have a source of information about the LSP where needed and an opportunity to ask regular questions about the work of the partnership.

6.7 Recommendation 6: We recommend that the Leader of the Council formally deliver an Annual Report to the last scheduled full Council meeting of the municipal year covering the work of the Redditch Partnership by formalising the current practice of delivering an annual “State of the Borough” address

- 6.7.1 The Redditch Partnership’s protocol contains a commitment for an Annual Report on the subject of the Redditch Partnership to be delivered at a meeting of full Council. However, this Annual Report has not been delivered since the protocol was approved in September 2008.
- 6.7.2 The Group have recognised that informal reference might have been made to the work of the Redditch Partnership during the course of full Council meetings. However, the Group have expressed concerns that such informal reports have not helped to develop elected Members’ familiarity with the work of the partnership.
- 6.7.3 The Group are in agreement that the formal delivery of an Annual Report at a meeting of full Council on the subject of the Redditch Partnership would address this problem. A report from the Leader would enhance the transparency of the work of the LSP and strengthen the accountability of the partnership.
- 6.8 Recommendation 7: We recommend that information about the Redditch Partnership and LSPs should be provided for Members’ consideration as part of the Member Induction process.**
- 6.8.1 The Members’ Induction process forms an important part of the introductory training for newly elected Councillors. Currently, information is provided about a variety of issues including: local democratic processes; member support arrangements; local government finance; Council housing and the senior management structure. Many new Councillors find this induction process to be invaluable because it introduces them to local government and to some of the many issues they need to be familiar with in order to support their constituents effectively.
- 6.8.2 Presently information about LSPs and, more specifically, the Redditch Partnership, is not provided as part of this Member Induction process. However, the members of the Group are in agreement that as an important local body details about both LSPs and the Redditch Partnership should be provided as part of the Member Induction process.

6.8.3 The Group have been informed that the Member Induction process is fairly flexible and can be adapted on request. It is anticipated that some new Councillors will be elected during the local elections in May 2010. Therefore, the Group are proposing that this alteration to the Member Induction process should be approved as soon as possible to ensure that it shapes induction processes from 2010/11.

6.9 Recommendation 8: We recommend that a training event focusing on LSPs should be provided as a standard part of the Member training programme each year.

6.9.1 At Redditch Borough Council a number of standard training events take place each year. This includes training which members of quasi-judicial Committees are required to undertake each year, though other standard training arrangements have been introduced at the request of Members and Officers. Currently Councillors are invited to attend training courses each year on the following subjects: planning processes; Licensing procedures; local government finance; Council housing; the Standards Code of Conduct; ICT training and social networking.

6.9.2 The Group have concluded that, due to the significant role of the Redditch Partnership, a training event focussing on LSPs should be provided on a yearly basis as part of the Member training programme. The Group have been advised that the Member training programme at the Council is fairly flexible and could be altered in accordance with Members' recommendations. Therefore, they are proposing that this addition to the standard items on the Member training programme should be approved as soon as possible to ensure that it informs training arrangements from 2010/11.

6.10 Resolution 1: The Changing Places report should be considered as part of the subsequent Local Area Agreement Task and Finish review.

6.10.1 The review of the Redditch Partnership was originally proposed as part of a wider exercise that would also have involved a review of the Local Area Agreement (LAA). The Overview and Scrutiny Committee recognised the value that could potentially be accrued from scrutinising both subjects. However, they concluded that it would be more effective to review the two topics separately and that the review of the LSP should take place first because the conclusions reached during the course of this exercise would inform the subsequent assessment of the LAA.

6.10.2 The Changing Places report, 'Changing Places: Local Area Agreements and Two-Tier Local Government' (September 2008), focuses on best practice in the management of both LSPs and LAAs

in areas of two-tier local government. The Group have considered the details contained within this report relating to LSPs. They have concluded that the information contained within the report on the subject of LAAs is comprehensive and that it would be useful to further assess this information during the review of the LAA.

6.11 Resolution 2: the membership of the Local Area Agreement Task and Finish Group should be drawn from the membership of the LSP Task and Finish Group.

6.11.1 The Group are aware that the LSP and the LAA are complex, interconnected subjects. Through their review they are developing familiarity with both subjects. They therefore are suggesting that the Overview and Scrutiny Committee consider appointing the members of the LSP Task and Finish Group to the LAA review to ensure that their expertise can be utilised in that subsequent exercise.

7. Forthcoming issues - Performance Management: Assessing the Current effectiveness of the partnership and developing a mechanism for the scrutiny of its future conduct.

7.1 The Group agree that performance management of the Redditch Partnership is an important issue to assess during the course of their review. They do not yet believe that they are in a position to reach conclusions or to advance formal recommendations on this subject at this stage. However, they have considered a number of options in relation to this subject which will be considered in further detail at subsequent meetings. These are detailed below and should not be regarded as mutually exclusive.

7.2 Option 1: The Overview and Scrutiny Committee could pre-scrutinise the contents of the draft SCS as a standard arrangement.

7.3 Option 2: (Following on from this) the Overview and Scrutiny Committee could post scrutinise the success of the SCS as a standard arrangement.

7.4 Option 3: There could be six monthly monitoring of performance in relation to each version of the SCS and / or the LSP as a whole by an appropriate body. (Most probably this would be the Overview and Scrutiny Committee). This might involve reference to the Redditch Partnership's internal performance management framework. (The Partnership's performance management framework remains to be adopted, though is scheduled to be reviewed by the LSP in due course).

7.5 Option 4: further information will be considered and potentially recommendations produced on the subject of the Redditch Partnership's response to the red flag areas that were identified in

the Comprehensive Area Assessment (CAA) process. These related to perceived quality of life inequalities in the Borough, specifically educational attainment levels and health inequalities.

8. **Other Implications**

- Asset Management - There are no asset management implications.
- Community Safety - There are no community safety implications.
- Health - The Redditch Partnership is coordinating work within the Borough to address the health inequalities that were identified in the recent CAA process. Regular updates, as detailed in one of the performance management options, would help to ensure that all Members were kept informed of the Partnership's progress.
- Human Resources - The requirement for the Leader of the Council to deliver an Annual Report for the consideration of full Council could have an impact on the workload of the staff employed to support the Redditch Partnership. Consideration may therefore need to be given to the level of support provided to the partnership.
- Social Exclusion - There are no social exclusion implications.
- Environmental / Sustainability / - There are no environmental/ sustainability implications.

9. **Lessons Learnt**

No lessons have been learned in the production of this report.

10. **Background Papers**

Changing Places: Local Area Agreements and Two-Tier Local Government, (Local Government Association, September 2008).

Redditch Partnership: Partnership Agreement and Protocol, (September 2008).

Stevenage Borough Council Website: 'So Stevenage',
<http://www.stevenage.gov.uk/townandcommunity/sostevenage>

11. Consultation

This report has been prepared following consultation by the Group with the Redditch Partnership Manager and Housing Strategy and LSP Manager.

12. Author of Report

The author of this report is Jess Bayley (Overview and Scrutiny Support Officer), who can be contacted on extension 3268 (e-mail: jess.bayley@redditchbc.gov.uk) for more information.

13. Appendices

Appendix 1 – Table of the review's objectives

14. Key










CAA	-	Comprehensive Area Assessment
LAA	-	Local Area Agreement
LSP	-	Local Strategic Partnership
SCS	-	Sustainable Community Strategy

Executive

Committee

31st March 2010

Appendix 1: Objectives of the Review

OBJECTIVE	WHAT DO WE HAVE NOW?	IS IT WORKING?	WHAT DO WE WANT?
(1) Examine LSP to clarify how it works	 Presentation from officers	Unclear: 4 new T&F groups within the LSP: <ul style="list-style-type: none"> • review SCS • communications • resource mapping • performance management framework 	 Need more information about how the LSP works in practice
(2) Review the role of the LSP in development of the SCS	 Presentation from officers		
(3) Determine improvements to the role of the LSP		Overlap with Objective 1	 Need more information
(4) Examine the methods used to engage and inform Cllrs	 Nothing	 No	 Agreed recommendations
(5) Review accountability and transparency of the LSP		 Needs improvement	Overlap with Objective 4 Need more information
(6) Financial contributions	 Presentation from officers		

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(7) Assess how the LSP intends to encourage wider engagement	✓ Presentation from officers	✓ Needs improvement	✓ Agreed way forward with officers
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REDDITCH BOROUGH COUNCIL**EXECUTIVE
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BUILDING CONTROL – NEW SUPPLEMENTARY CHARGES

Relevant Portfolio Holder	Cllr J Pearce
Relevant Head of Service	Mrs. Ruth Bamford
Non-Key Decision	

1. SUMMARY OF PROPOSALS

The purpose of this report is to report on the requirement to publish Building Control Charges, to set out the case for introducing additional service charges and seek approval for levying such charges.

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

implementation of additional charges for building control services be approved as follows:

- 1) for retrospective Completion Certificates for archived applications as detailed in Appendix 1;**
- 2) for processing the withdrawal of applications as detailed in Appendix 1; and**
- 3) for processing the transfer of obligations to a third party including the re-direction of inspection fees and issue of copy documents as detailed in Appendix 1.**

3. BACKGROUND

- 3.1 The Building Control Section faces an increasing demand from prospective buyers and sellers for information and documentation relating to building work.
- 3.2 The legal right to a completion certificate was introduced into the Building Regulations on 1st July 2002. In July 2002, the Law Society and Local Authorities revised the General Enquiries (Con 29) Form to include Building Regulation matters. The Con 29 form is designed to give relevant supplementary information that a Local Authority holds on a property as part of a request to search the Local Land Charges Register. This generates an increase in the number of requests from sellers and purchasers of property for completion certificates.

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- 3.3 In response, the Council's Building Control service intends to introduce processes to systematically monitor controlled work under construction and implement a practice of raising awareness with property owners on the importance of notifying the Council when building work is completed and obtaining a completion certificate after final inspection.
- 3.4 However, this process applies only to controlled work started after 1st January 2001 and some applications remain open for which a completion certificate could be requested. A significant number of projects are completed without due notification to the Council. This represents a substantial, potential future demand on Building Control for which a charge can and should be made, but which is not covered by the existing scale of fees and charges. Having regard to the likely staff time required to render these additional services, the proposed level of charges for administration and individual site inspections is considered to be reasonable and fair based on current costs.
- 3.5 Legal entitlement to a completion certificate under the Building Regulations is subject to criteria set out in Regulation 17 (Completion Certificates) of the Building Regulations 2000. Where the Council does not receive notification within specified timescales that the building work had been completed, or that the building had been occupied before completion, the Council is not required by law to provide a Completion Certificate. On that basis, it is recommended that a new charge is introduced for the provision of this service as set out in Recommendation 2.1 a) above.
- 3.6 For those who do not wish to make use of this service, an option exists for vendors to purchase an indemnity agreement from insurance companies, protecting them from subsequent claims arising from not having obtained a completion certificate.
- 3.7 In addition to the demand for completion certificates, the number of requests to withdraw a Building Regulation Application and refund fees paid has steadily increased in recent times and there is currently no formally approved charging structure to cover the cost of administering these requests. The Building (Local Authority Charges) Regulations 1998 make no provision for the refund of fees when withdrawing applications deposited under the Building Regulations.
- 3.8 Therefore, there is no legal bar to the levying of a fee for the withdrawal of applications and the refunding of fees and it is recommended that Members approve this proposal for a new charge as set out in Recommendation 2.1 b) above.

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- 3.9 Another area which has seen an increase in demand is that of requests to redirect inspection fee invoices. The Building (Prescribed Fees Regulations) 1994 makes the person who carries out the work, or the person on who's behalf the work is carried out, legally responsible for payment of building control charges. This person must be identified at the time the application is deposited with the Local Authority and no provision is made for any subsequent transfer of obligation to a third party. On a practical level, who ultimately pays need not concern the Council, so long as it does not stand the cost of re-directing invoices. Accordingly, it is recommended that a new service charge be introduced to cover these costs as set out in Recommendation 2.1 c) above.

4. KEY ISSUES

In the light of these growing requests for documentation relating to building work, the Building Control service is proposing to introduce new charges for this additional work and the new scale of Building Control charges is to be publicised.

5. FINANCIAL IMPLICATIONS

- 5.1 The financial pressures on the non-fee earning work of the Council's Building Control Service are steadily increasing. In this light, it is right and proper to make appropriate charges where possible for any work not subject to the requirement of the fee earning aspects of Building Control to be non-profit making or undertaken as a statutory duty on a non-chargeable basis.
- 5.2 The cost of delivering these services will be met within existing resources

6. LEGAL IMPLICATIONS

- 6.1 The Provision of a Building Control Service is statutory under The Building Act 1984. The ability to charge fees for the service is given under The Building (Prescribed Fees) Regulations 1994.
- 6.2 The provision of supplementary fees is not covered by the above instruments and is a matter of discretion for the Council.

7. POLICY IMPLICATIONS

- 7.1 The provision of a Building Control Service is linked to the Council's primary aim of the customer communication procedures. This additional fee

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charging structure is proposed to be introduced to promote the improvement in statutory inspections on building projects.

7.2 The raising of additional fee income is secondary.

8. COUNCIL OBJECTIVES

8.1 The provision of a Building Control Service is closely linked to the Council Priorities of Enterprising Community, Safe, Clean and Green underpinned by A Well Managed Organisation. The introduction of this additional fee charging structure will promote the improvement in statutory inspections on building projects and will comply with the Council's priorities for an enterprising community and well managed organisation.

8.2 The raising of additional fee income is secondary.

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

9.1 The main risks associated with the details included in this report are:

- a) Potential customer complaints
- b) Potential claims of invalid charging of fees

9.2 These risks will be managed as follows:

- a) Customer Complaints These risks will be avoided by a series of clear written communications with customer requesting action on their part and communications to include notice of potential supplementary fee with the adoption of a uniform archiving policy within service.
- b) Potential claims of invalid charging of fees These risks will be avoided by the formal publication of new fees alongside current fee structure and the issue of new fees with all application forms alongside existing fee structure.

9.3 Currently the risks identified in both of the points are not addressed by any risk register and will be added to the Planning and Building Control Services risk register as follows:

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Action a) Produce clear set of standard documents for the presentation to affected parties relating to outstanding statutory inspections and potential resultant fee charges. Document use of same within Uni-form IT system.

Action b) Publish enhanced fees structures on council website and other outgoing media.

10. CUSTOMER IMPLICATIONS

10.1 The introduction of potential supplementary fees is designed to promote the increase in statutory inspections. It is considered that a rise in the number of completion inspections carried out under potential levy of further fees will have a significant benefit to the customer by virtue of increased checking of works on site. Many customers are unaware of the need to allow completion inspection by the Building Control Service.

10.2 Customers will be notified of the new supplementary fees via publication on the website and by inclusion of the new fees in the hardcopy fee and application form packs currently issued. Customer satisfaction may potentially improve due to issuance of more Certificates of completion and comprehensive fee information

11. EQUALITIES AND DIVERSITY IMPLICATIONS

There are no direct equality or diversity implications.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

12.1 Customer satisfaction may potentially improve due to issuance of more Certificates of completion.

12.2 A new procedure would be introduced under the existing Building Control procedures.

12.3 No further VFM implications arise.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

There are no direct equality or diversity implications.

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14. HUMAN RESOURCES IMPLICATIONS

There are no human resources implications.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

There are no direct governance/performance implications.

**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

There are no direct community safety implications.

17. HEALTH INEQUALITIES IMPLICATIONS

There are no direct health inequalities implications.

18. LESSONS LEARNT

There are no direct lessons learnt.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

There are is no direct community and stakeholder engagements.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	No
Executive Director (S151 Officer)	No
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No
Director of Policy, Performance and Partnerships	No

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Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	No

21. WARDS AFFECTED

All Wards.

22. APPENDICES

Appendix 1 - Schedule of Proposed Supplementary Fees.

23. BACKGROUND PAPERS

There are no background papers.

24. KEY

There is no key to the abbreviations or terms used in the report.

AUTHOR OF REPORT

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 Tel: 01527 64252 extension 3344

Redditch Borough Council Building Control – Supplementary Charges

If you are selling a property that has been extended or altered, you need to provide evidence to prospective purchasers that any relevant building work has been inspected and approved by a Building Control Body. That evidence is in the form of a Building Regulations Completion / Final Certificate and / or an Approval or Initial Notice (called the 'authorised documents' in the Home Information Pack Regulations).

Legal entitlement to a Completion Certificate is subject to conditions. In cases where the Council is not told that building work is completed, or the building is occupied without addressing outstanding Building Regulation matters, a certificate is not issued. Despite the best efforts of the Council's Building Control Surveyors, many home owners who undertake building works fail to obtain a Completion Certificate and their application is archived. A fee is payable to re-open archived building regulations applications for the purposes of issuing a completion certificate.

Other charges are payable where we are asked to withdraw a Building Regulations application and refund fees, or asked to re-direct inspection fee invoices. Fees are payable in cleared funds before the release of any authorised documents or other actions listed below.

DESCRIPTION	CHARGE (inc VAT at 17.5%)
ARCHIVED APPLICATIONS	
Process request to re-open archived building control file, resolve case and issue completion certificate	£60.22 administration fee
Each visit to site in connection with resolving archived building control cases	£60.22 per site visit
WITHDRAWN APPLICATIONS	
Process request	£36.65 administration fee
With additional fees of	
Withdraw Building Notice application where no inspections have taken place	refund submitted fee less admin fee
Withdraw Building Notice application where inspections have taken place	refund submitted fee less admin fee less £60.22 per site visit made
Withdrawn Full Plans application without plans being checked or any site inspections being made	refund submitted fee less admin fee
Withdraw Full Plans application after plan check but before any site inspections have taken place	Refund inspection fee (where paid up front) less admin fee
Withdraw Full Plans application after plan check and after site inspections made	refund any paid inspection fee less admin fee, less £60.22 per site inspection made

RE-DIRECT INSPECTION FEES / ISSUE COPY DOCUMENTS

Process request to re-invoice inspection fee to new addressee	£36.65 administration fee
Issue copy of previously issued completion certificate or Approval / Acceptance document.	£10.47 plus 10 pence per A4 sheet.

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IRRECOVERABLE DEBT REPORT

Relevant Portfolio Holder	Councillor Clayton
Relevant Head of Service	Liz Tompkin – Head of Housing
Non-Key Decision	
This report contains exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as it contains the personal details of individuals. For this reason it is felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information	

1. SUMMARY OF PROPOSALS

The purpose of this report is to consider writing off 15 cases of irrecoverable debt amounting to £54,754.90.

It is considered by Officers that all appropriate debt recovery action has been attempted to recover the debts listed in Appendix 1 of this report and no further action can be taken to enforce payments.

NB: If a debt is written off, it can be retrieved and pursued if it comes to the Council's attention that the debtor now has the means to pay the debt.

2. RECOMMENDATIONS

The Committee is asked to **RESOLVE** that

the debts totalling £54,754.90 as detailed in Appendix 1 of the report be written off as irrecoverable.

3. BACKGROUND

The detail of the report is contained within the attached schedule.

4. KEY ISSUES

The key issues are detailed within the attached schedule. Details are specific to each case listed.

5. FINANCIAL IMPLICATIONS

5.1 Provision is made within the Council's budget for write off's

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5.2 The table below shows the current position to 31st May 2010 by debt type.

Debt Type	Debit raised	Payments	Written-off	Written off against debit raised
Council Tax	£35,066,574.47	£7,068,122.90	£2,296.13	0.01 %
Non Domestic Rates	£35,543,829.65	£7,693,666.90	£218,724.23	0.62 %
Sundry Debts (GF inc OAB)	£1,593,098.60	£1,714,126.81	£7215.37	0.45%
Sundry Debts (HRA inc FT's)	£144,248.22	£110,998.92	£14,825.41	10.27%

6. LEGAL IMPLICATIONS

- 6.1 Under Section 151 of the Local Government Act 1972, a local authority must make arrangements for the proper administration of its financial affairs and appoint an Officer to oversee such administration.
- 6.2 The appendix of this report is exempt in accordance with S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as it contains the personal details of individuals. For this reason it is felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information

7. POLICY IMPLICATIONS

The joint chief Executive and Executive Director of Planning, Regeneration, Regulatory and Housing Services are the designated Officers for this purpose, and write off's require their sanction. If a debt is written off, it can be retrieved and pursued if it comes to the Council's attention that the debtor now has the means to pay the debt. In the case of County Court Judgements, the Council can pursue payments for up to 6 years after the judgement is given.

8. COUNCIL OBJECTIVES

Recovery of debts and management of accounts links to the Well Managed Organisation Council Corporate priority.

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9. **RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

None identified.

10. **CUSTOMER IMPLICATIONS**

None identified.

11. **EQUALITIES AND DIVERSITY IMPLICATIONS**

None identified.

12. **VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET
MANAGEMENT**

None identified.

13. **CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY**

None identified.

14. **HUMAN RESOURCES IMPLICATIONS**

None identified.

15. **GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None identified.

16. **COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

None identified.

17. **HEALTH INEQUALITIES IMPLICATIONS**

None identified.

18. **LESSONS LEARNT**

None identified.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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8th September 2010

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

None identified.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	No
Executive Director (S151 Officer)	No
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	No
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

21. WARDS AFFECTED

The Wards affected by the contents of this report are detailed in the attached appendix.

22. APPENDICES

Appendix 1- Schedule of irrecoverable debts.

23. BACKGROUND PAPERS

Personal recovery files (not for publication).

REDDITCH BOROUGH COUNCIL

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24. KEY

A	=	Letter or Recovery
B	=	Visit
C	=	Bailiff
D	=	Internal Trace
E	=	External Trace
F	=	Attempted AOE (Attachment of Earnings Order)
G	=	Attempted ABO (Attachment of Benefits Order)
H	=	Committal Procedure
I	=	Collection Agency
J	=	Attempted Legal Recovery
SWL	=	Saffron Waiting List
S	=	Saffron Rents System Checked
HB	=	Housing Benefits System Checked
IS	=	Other Internal Systems Checked

AUTHOR OF REPORT

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By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**8th September 2010**DECENT HOMES CAPITAL PROGRAMME OUTTURN 2009/10,
PROGRAMME OF WORKS 2010/11 AND ASBESTOS REMOVAL HALF YEAR
BUDGET SPEND**

Relevant Portfolio Holder	Cllr B Clayton, Portfolio Holder for Housing, Local Environment and Health
Relevant Head of Service	Liz Tompkin, Head of Housing Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To report on the actual expenditure for the Decent Homes Programme Year 3 (2009-2010), Appendix1;
- 1.2 To report on the Decent Homes budget and programme of works for year 4 (2010/11), Appendix 2;
- 1.3 To report on the half year expenditure for the Asbestos Removal and Service contract, Appendix3.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

subject to any comments, the contents of the report be noted.

3. BACKGROUND

- 3.1 The second 5 year Housing Capital Programme 2007-2012 was approved by Full Council in August 2006.
- 3.2 The re-allocation of funds and increase in Capital budgets to support the completion of the 2007-12, 5 year programme, was approved by Full Council in March 2009.
- 3.3 The increase in budget funding for the Asbestos contract was approved at Executive Committee in May 2010.

REDDITCH BOROUGH COUNCIL

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4. KEY ISSUES

Decent Homes

- 4.1 A small number of Decent Homes works due to be carried out in year 3 (2009-2010) were not completed, (Appendix 1 refers). This was due to the required funding not being in place, tenants refusing to have works carried out or access problems. The additional funding required to enable us to complete the second Decent Homes five year programme (2007-12) was not approved until March 2009. Until this extra funding had been approved, we were unable to issue the additional works to the contractors so this caused a slight delay last year in their programme of works.
- 4.2 This year's (Year 4) bathroom upgrade programme has been amended due to the sheltered schemes programmed for Year 3 being removed as Officers were awaiting the outcome of the Older Persons Housing and Support Strategy. The proposals for the Sheltered Housing Schemes have now been passed to Members for approval and the bathroom upgrades will then be added back into the programme, as appropriate, and will be completed by 2012.

Asbestos

- 4.4 It was requested at the Executive Committee meeting of 26th May 2010 that the Asbestos Removal and Service contract be audited closely and spend reported to Committee twice yearly (Appendix 3).

5. FINANCIAL IMPLICATIONS

- 5.1 Due to the overspend in the Asbestos budget 2009/10, additional funding was approved for the financial years 2010/11 and 2011/12. Spend from April to June 2010 is shown in Appendix 3 and this will be updated at the Executive meeting to be held on 8th September.
- 5.2 Negotiations are ongoing with all our Decent Homes and framework contractors and savings are being realised throughout the year which are being reinvested into other Capital works e.g. roofing and level access showers.

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6. LEGAL IMPLICATIONS

- 6.1 The Council has a duty to carry out repairs, maintenance and renewals to its housing stock as deemed necessary under the Landlord and Tenants Act 1985 and the Housing Act 1985.
- 6.2 The Council as a Social Landlord has a duty to ensure that all of its properties meet the Decent Homes Standard 2010.
- 6.3 The Council has a duty of care to all our Tenants to ensure that asbestos within their home is managed and dealt with in a safe and appropriate manner.

7. POLICY IMPLICATIONS

- 7.1 The contract for Asbestos Servicing and Removal was procured by Redditch Borough Council using the Standing Order 46 tendering and procurement policy in 2007 and is in force until 2012
- 7.2 The contracts for all Decent Homes capital works were procured by Redditch Borough Council using the Standing Order 46 tendering and procurement policy in 2007 and are in force until 2012.

8. COUNCIL OBJECTIVES

Providing a safe cleaner and greener environment for our tenants and the residents of Redditch.

**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

- 9.1 The risk of not controlling/removing asbestos from our properties would contravene the Control of Asbestos Regulations and could put both our staff and tenants health at risk.
- 9.2 The risk of not proceeding with continued Capital Investment could result in Council housing stock falling into "non decency" and therefore not meet the Governments targets for the standards and conditions laid down.

REDDITCH BOROUGH COUNCIL

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10. CUSTOMER IMPLICATIONS

10.1 We have a duty of care to our Tenants to ensure that asbestos within their homes is managed and dealt with appropriately.

10.2 We have a duty of care to our tenants that they live in a property that meets the Decent Homes Standard.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

None.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

We negotiate on an annual basis with the Decent Homes contractors and have realised substantial savings which we have reinvested in other areas of work.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

13.1 Removing damaged asbestos and replacing it with high quality safe and environmentally friendly materials ensures that we are working towards improving the carbon footprint.

13.2 All Decent Homes contractors have to submit their environmental policy to Redditch Borough Council as part of the tendering process. The way in which they carry out their work, the materials they use and the manner in which they dispose of waste is to be done within their environmental policy.

14. HUMAN RESOURCES IMPLICATIONS

None.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

None.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**8th September 2010**17. HEALTH INEQUALITIES IMPLICATIONS**

None.

18. LESSONS LEARNT

Due to the overspend that was incurred in the Asbestos budget 2009/10, spend is now being monitored closely and will be reported to Executive twice yearly as detailed at Appendix 3.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

All tenants are consulted by the Contractors' Liaison Officer prior to Decent Homes works being carried out in their property. This is to discuss with the Tenant their choice and preferences. Whilst the works are in progress, our Tenant Liaison Officer maintains contact with the Tenant.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	No
Executive Director (S151 Officer)	No
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No
Director of Policy, Performance and Partnerships	No
Head of Service	Yes
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

REDDITCH BOROUGH COUNCIL

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21. WARDS AFFECTED

All wards.

22. APPENDICES

Appendix 1 – Decent Homes Capital Spend for year 3 (2009-2010).

Appendix 2 – Decent Homes Capital Programme and Budget for year 4 (2010-2011).

Appendix 3 - Report on the Asbestos Quarterly spend to the end of June.

23. BACKGROUND PAPERS

None.

AUTHOR OF REPORT

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Decent Homes Capital Spend for year 3 (2009-2010).

Contract	Budget	Spend	No. completed	Carry Over	No. carried over
Kitchens	£2,930,211	£2,821,711	862	£108,500	31
Bathrooms	£1,449,706	£1,345,108	560	£104,598	43
Electrics	£1,096,130	£1,096,130	750	Nil	Nil
Central Heating	£686,337	£649,957	325	£36,380	17

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Decent Homes Capital Programme and Budget for year 4 (2010-2011)

Kitchens			
Year	Address	Total properties	Cost
Year 3	Carried Forward	31	£108,500
Year 4	Acton Close	15	£52,500
Year 4	Aldington Close	19	£66,500
Year 4	Auxerre House	43	£150,500
Year 4	Belbroughton Close	11	£38,500
Year 4	Bentley Close	44	£154,000
Year 4	Chaddersley Close	13	£45,500
Year 4	Cleeve Close	17	£59,500
Year 4	Croome Close	14	£49,000
Year 4	Dormston Close	13	£45,500
Year 4	Doverdale Close	46	£161,000
Year 4	Dowlers Hill Crescent	14	£49,000
Year 4	Eckington Close	22	£77,000
Year 4	Evenlode Close	6	£21,000
Year 4	Gorseley Close	18	£63,000
Year 4	Granhill Close	15	£52,500
Year 4	Grimley Close	5	£17,500
Year 4	Harport Road	8	£28,000
Year 4	Himbleton Close	11	£38,500
Year 4	Holloway Park	16	£56,000
Year 4	Huband Close	19	£66,500
Year 4	Ilmington Close	20	£70,000
Year 4	Kempsey Close	21	£73,500
Year 4	Ladurnum Close	3	£10,500
Year 4	Ladygrove Close	15	£52,500
Year 4	Landor Road	11	£38,500
Year 4	Langley Close	18	£63,000
Year 4	Laurel Close	32	£112,000
Year 4	Lilac Close	6	£21,000
Year 4	Longdon Close	25	£87,500
Year 4	Mayfields	7	£24,500
Year 4	Myrtle Avenue	3	£10,500
Year 4	Neville Close	14	£49,000
Year 4	Newland Close	10	£35,000
Year 4	Old Crest Avenue	1	£3,500
Year 4	Parsons Road	8	£28,000
Year 4	Ravensmere Road	2	£7,000
Year 4	Mendip House	31	£108,500
Year 4	Seymour Drive	23	£80,500

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Year 4	Sheldon Road	5	£17,500
Year 4	Southcrest Road	2	£7,000
Year 4	St Gorges Gardens	15	£52,500
Year 4	St Lukes Cottages	8	£28,000
Year 4	Tennyson Road	1	£3,500
Year 4	Vernon Close	15	£52,500
Year 4	Western Hill Close	12	£42,000
Year 4	Wharrington Hill	5	£17,500
		713	£2,495,500

Bathrooms			
Year	Address	Total properties	Cost
Year 3	Carried Forward	43	£104,598
Year 4	Arthur Jobson House	24	£58,405
Year 4	Auxerre House	43	£104,642
Year 4	Birchfield Road	7	£17,035
Year 4	Cedar Road	32	£77,873
Year 4	Evesham Road	98	£238,486
Year 4	Harry Taylor House	24	£58,405
Year 4	Other Road	26	£63,272
Year 4	Sanders Close	32	£77,873
Year 4	Slimbridge Close	11	£26,769
Year 4	St Davids	35	£85,174
Year 4	Whitchurch Close	16	£38,936
Year 4	Yew Tree Close	18	£43,804
		409	£995,272

Electrics			
Year	Address	Total properties	Cost
Year 4	Arthur Jobson House	40	£59,000
Year 4	Edgeworth Close	60	£88,500
Year 4	Evesham Mews	48	£70,800
Year 4	Fullbrook Close	63	£92,925
Year 4	Harry Taylor House	12	£17,700
Year 4	Heronfield Close	7	£10,325
Year 4	High Trees Close	20	£29,500
Year 4	Mickleton Close	24	£35,400
Year 4	Northleach Close	24	£35,400
Year 4	Paddock Close	24	£35,400

**EXECUTIVE
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Year 4	Patch Lane	26	£38,350
Year 4	Philips Terrace	101	£148,975
Year 4	Retreat Street	53	£78,175
Year 4	Sedley Close	49	£72,275
Year 4	Well Close	23	£33,925
Year 4	Winforton Close	52	£76,700
Year 4	Yarningdale Close	64	£94,400
		690	£1,017,750

Central Heating			
Year	Address	Total properties	Cost
Year 3	Carried Forward	17	£36,380
Year 4	Chedworth Close	18	£38,520
Year 4	Deans Close	17	£36,380
Year 4	Evesham Road	37	£79,180
Year 4	Exhall Close	69	£147,660
Year 4	Forest View	13	£27,820
Year 4	Fulbrook Close	20	£42,800
Year 4	Heathfield Road	2	£4,280
Year 4	Heronfield Close	23	£49,220
Year 4	Loxley Close	40	£85,600
Year 4	Manor House	2	£4,280
Year 4	Munsley Close	1	£2,140
Year 4	Petton Close	2	£4,280
Year 4	Philips Terrace	4	£8,560
Year 4	Thrupton Close	2	£4,280
Year 4	Tillington Close	9	£19,260
Year 4	Treville Close	12	£25,680
Year 4	Upperfield Close	1	£2,140
Year 4	Winslow Close	6	£12,840
Year 4	Ad-hoc Referrals	50	£107,000
		345	£738,300

Ad-hoc referrals are addresses referred to us following Void inspections or by the Gas maintenance contractor that require urgent works.

Report on the Asbestos Quarterly spend to the end of June

Budget	Spend	% Spent
£396,000	£96,000	24%

The Asbestos spend for 2010-2011 of 24% is on target for the first quarter (April-June). A brief breakdown of spend is as follows:

General asbestos removal made up of the following:

- Removal of Central Heating plinths
- Artex to ceilings and walls
- Fascias and soffits before gutter renewals
- Heating ducting
- Roofing to porches
- Removal of redundant flues before we install loft insulation.
- Tests and surveys

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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**REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING
STOCK - CUSTOMER FEEDBACK UPDATE**

Relevant Portfolio Holder	Cllr Brandon Clayton
Relevant Head of Service	Liz Tompkin
Key Decision	

1. SUMMARY OF PROPOSALS

This report is brought to you further to the decision of the Executive Committee on 28th July, 2010 which requested that the proposals to be agreed in principle but that the matter be deferred to 8th September 2010 Executive Committee to enable residents' feedback on the specific proposals to be sought.

Officers wrote to the residents at all 1169 units of current Older Persons accommodation and explained the outcome of the Review of Sheltered Housing including which category each property has been allocated to. Meetings have been held to further explain the outcome of the Review and to collect feedback (Appendix 1)

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

- 1) Officers findings are now conclusive and the matter should progress to Full Council on 20th September, 2010; and**

RESOLVE that

- 2) Sufficient consultation and opportunity for interested parties to feed back on the outcomes of the Review of Sheltered Housing have taken place; and**
- 3) In order to achieve the desired outcomes included in the Action Plan of the Older Persons Housing and Support Strategy, as approved by Full Council on 18th September 2010 the thoughts of interested parties be noted but proposals as approved by the Executive Committee on 28th July, 2010 remain unchanged.**

REDDITCH BOROUGH COUNCIL

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3. BACKGROUND

The Council were requested by the Executive Committee to inform residents of the outcome of the Review of Sheltered Housing, in particular as to whether their accommodation was to remain part of the Older Persons' Housing stock and if so, to which of the approved categories they had been allocated. Further, feedback was to be collated and brought back as a report to the Executive Committee on 8th September 2010 ahead of Full Council on 20th September 2010.

4. KEY ISSUES

Officers accept that resident input into the Review is essential but it is felt that sufficient consultation has already been carried out. It was inevitable that some residents would be aggrieved by some of the outcomes and their thoughts had already been taken into account during the consultation analysis. Nevertheless, the outcomes were carefully considered and inevitable given the objectives and desired outcomes. Further consultation would delay the decision process further and would be unlikely to amend the current proposals. Residents would only be subjected to further uncertainty should any further delays be incurred.

5. FINANCIAL IMPLICATIONS

None further to our report dated 28th July, 2010

6. LEGAL IMPLICATIONS

None further to our report dated 28th July, 2010

7. POLICY IMPLICATIONS

None further to our report dated 28th July, 2010

8. COUNCIL OBJECTIVES

None further to our report dated 28th July, 2010

**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

None further to our report dated 28th July, 2010

REDDITCH BOROUGH COUNCIL

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10. CUSTOMER IMPLICATIONS

A delay to the decision making process has been incurred.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

None further to our report dated 28th July, 2010

**12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET
MANAGEMENT**

None further to our report dated 28th July, 2010

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

None further to our report dated 28th July, 2010

14. HUMAN RESOURCES IMPLICATIONS

The extra meetings and letter distribution has impacted on staff time and resources.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None further to our report dated 28th July, 2010

**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

None further to our report dated 28th July, 2010

17. HEALTH INEQUALITIES IMPLICATIONS

None further to our report dated 28th July, 2010

18. LESSONS LEARNT

None further to our report dated 28th July, 2010

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

Tenants, residents, staff and Councillors have been invited to update meetings on the outcomes of the Review of Sheltered Housing. Feedback was encouraged and is detailed in the Appendix.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	YES
Chief Executive	NO
Executive Director (S151 Officer)	NO
Executive Director – Leisure, Cultural, Environmental and Community Services	NO
Executive Director – Planning & Regeneration, Regulatory and Housing Services	YES
Director of Policy, Performance and Partnerships	NO
Head of Service	YES
Head of Resources	NO
Head of Legal, Equalities & Democratic Services	NO
Corporate Procurement Team	NO

21. WARDS AFFECTED

All wards

22. APPENDICES

- Appendix 1 - Review of Sheltered Housing ~ Feedback from residents
- Appendix 2 – Auxerre House Briefing Note
- Appendix 3 – Chiltern House Briefing Note
- Appendix 4 – Roxboro House Briefing Note

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- Appendix 5 - Review of Sheltered Housing Letter A B C
- Appendix 6 - Feedback Flyer
- Appendix 7 - Feedback Poster
- Appendix 8 - Minutes from Chiltern House Tenants Meeting 4th August 2010

23. BACKGROUND PAPERS

- (i) Review of Redditch Borough Council's Sheltered Housing Stock further to Community Consultation ~ 28th July 2010
- (ii) Notice of Decisions Executive Committee 28th July 2010

AUTHOR OF REPORT

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Appendix 1

Executive

8th September 2010

**REVIEW OF SHELTERED HOUSING
FEEDBACK FROM RESIDENTS**

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Appendix 1

Executive

8th September 2010

INTRODUCTION

Further to the decision of the Executive Committee on 28th July 2010 Officers wrote to all 1169 units of current sheltered accommodation to inform residents of the outcome of proposals further to the Review of Sheltered Housing. These letters were hand delivered during the week ending 6th August, 2010.

As the outcome of the proposals differed, several different notification letters were prepared and are attached as Appendices to the Executive Report. Separate meetings were held residents of Roxboro House, Auxerre House and Chiltern House as the impact of the outcome of these proposals were considered to be more complex, requiring a further degree of explanation and understanding.

The meetings were held at short notice due to the short amount of time between the meetings of the Executive Committee. An evening meeting was held at the Town Hall for those who could not make it during the day and contact details were offered for those who could not attend any of the meetings but wished to make some representation.

The Home Support Officers were briefed immediately and verbally offered information to residents ahead of the notification letters where they were visiting. In addition, posters were displayed in communal areas offering a week's notice of the intended meetings.

During one of the meetings some residents said they had not been aware of the consultation as they never visited the communal lounge, they did not receive the Home Support Service, they did not receive the local free newspapers and they had not received any of the 3 items sent by Royal Mail in September 2009, December 2009 or March 2010. In response to this the Council issued over 100 flyers and hand delivered these to all those properties who were no longer deemed suitable as Older Persons Housing to invite their feedback in case there had been other mail issues we had not been made aware of. Posters were also put in all communal areas inviting tenants to use a 'Comments Box'.

Schedule of Meetings Held

Appendix 1

Executive

8th September 2010

Meeting to be held in the main lounge at:	For residents of:	Date/Time
Chiltern House	Matchborough	Wednesday 4 th August 2.00pm
Malvern House	Headless Cross	Tuesday 10th August 1.00pm
Evesham Road	Headless Cross	Tuesday 10th August 2.15pm
Keats House	Headless Cross	Tuesday 10th August 3.30pm
Roxboro House	Mount Pleasant Mayfields	Wednesday 11th August 10.00am
Bentley Close	Southcrest	Wednesday 11th August 11.15am
Retreat Street	Astwood Bank Feckenham	Wednesday 11 th August 2.00pm
Fearnings Cottages	Crabbs Cross Oakenshaw	Wednesday 11 th August 3.15pm
Town Hall	All areas	Wednesday 11 th August 6pm
Bredon House	Greenlands Woodrow	Friday 13 th August 10.00am
Beoley Road	Town Centre Abbeydale Lakeside	Friday 13 th August 11.15am
Downsell House	Webheath Batchley	Friday 13th August 2.00pm
Mendip House	Church Hill Winyates	Friday 13 th August 3.15pm

Appendix 1

Executive

8th September 2010

Residents Feedback Received since 28th July, 2010

1. Letter from Mr & Mrs Williams – Residents of Drayton Close and member of the “My Home, My Future, My Choice Residents Group”

With your strategy report almost ready for presentation to the main council we feel it appropriate to express our feelings on the sympathetic handling of the consultations with the residents of the schemes affected and the general public. Your team’s efforts have been exhaustive and very patient in making sure every avenue has been kept open for information and comments from residents to be included. The residents group “My Home, My Future, My Choice” has opened our eyes to the fact that we can be included and have an input to our future with the council, and the continuance of this is very important to us and older tenants in general.

We look forward to learning the council’s reaction to your presentation and the implementation of its proposed actions. Further we would be delighted to remain as active participants in the future planning and implementations of any ongoing strategies.

Thanks you for your team’s clarity in presenting your aims and willingness to entertain any inputs from the group.

2. Letter from Mrs M Causer – An Owner Occupier from Crabbs Cross who is on the waiting list for Older Persons Housing and a member of the “My Home, My Future, My Choice Residents Group”.

Having been with this group for the last six months, I would like to make my views known to you.

As a group we have discussed and explored all aspects of the above, and have given our views which have been listened to with respect and patience. The issues involved are complete and varied and Sharon Powell has endeavoured to source many people to the group, who gave us more insight into our discussion and decisions.

The meetings are well constructed and we are made to feel we are making contribution to the decision to be made in the future. I agreed to be part of the residents group, as a prospective tenant on the waiting list, I wanted to understand how Tenancy works and, if my hope for accommodation in my 60s would be geared to future needs i.e. 2026.

I feel optimistic the Council will look closely at the needs of tenants given that the population of aged 65 or over will be 1 in 4 over the next 20 years, this situation needs to be tackled now, and councils need to rise to the challenge this presents to our area.

3. Letter from Mr & Mrs Kearney of Manor House Astwood Bank

My wife and I are very disappointed that Manor House will be put up for General let, because we have had a taste of unpleasantness in the past. You stated at the meeting in Retreat Street on the 11th August that you will be mindful of the age group, for Manor House in the future. That is of some comfort to us. Since we no longer have the security of Sheltered accommodation.

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4. Letter from Mrs Hartles of Bentley Close

At our meeting on the 11th August 2010, I said 'how happy I had been since moving to Bentley Close, and you asked me to put my comments in a letter and send it to you.

I moved into Bentley Close, nine years ago, and at that time, was feeling very isolated and depressed, and felt that I had nothing to look forward to. Things changed however, due to the friendly advise and help of our Wardens, the many activities, such as parties, coffee mornings, keep fit and much more, plus being among pleasant people of my own age group I do not think that I would ever want to move from Bentley Close and hope that our Council will do their best to keep our close the way it is now.

5. Letter from Mr Hadley of Auxerre House

As you suggested at the last consultation meeting, I am writing to put my thoughts to your Council in time for the meeting of the Executive Committee on 8th September.

It seems to me that as the Council has apparently set their mind on changing the Auxerre House from Category C to general lettings, the only option is which of the two options recommended by the Executive Committee on July 28th is decided upon. At the first meeting at Auxerre House the officers put forward only the second option, and stated they would be taking a sensitive approach to the choosing of tenants under the revised arrangements. Tenants here were concerned that the lettings would mirror the history of the present general lettings side where it was felt that a deterioration had taken place over the last couple of years or so, and were pleased to note the Officers undertaking above. However should your Council decide on the first option (the Homebuy Scheme) it would appear that the above safeguards would be difficult to apply.

Is it possible to let me have a summary of this scheme? In the meantime could you pass my views on to the members of the Executive Committee in time for their 8th September meeting.

(A copy of the Homebuy scheme has been sent to Mr Hadley).

6. E-mail from Maike

I received the notes about the Sheltered Housing Stock, on Thursday 5th, too late to go to the Matchborough Meeting anyway.

I am concerned about the way that this will affect us in the bungalows. I am classed as 'Category A Bungalows'. I notice that you can class these as – "also suitable for adults aged 18years old and over with severe mobility issues or wheelchair users." This is all very well but you may not realise how much noise permeates from one bungalow to the next here. Someone with severe mobility issues would have carers coming at all hours, and would also, being young, like to listen to music and have friends in. I feel the noise level would be very disturbing for an older resident like myself or my neighbours.

The Council has already put young people almost next door to us, with youngsters tearing around on bicycles, and parents having loud parties and friends around. Integration is all very well but some consideration should be given to the people already in the area, so that a

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happy atmosphere can be maintained. I am not objecting to people having fun and “living”, I am just wondering why a little more thought cannot be put into the wellbeing of the rest of the neighbourhood.

7. Letter from Evesham Road Residents 170a – 190b

On behalf of the tenants from number 170A to 190B we would just like to say THANK YOU for the hard work you have done for us recently, it is very much appreciated.

It is great to know that this scheme will be ‘Category B’ for age 60 plus and again thank you from us

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Comments received from the Tenants meetings held during 4th August 10 – 13th August 2010

Chiltern House

Proposal:

- Not suitable to be retained as Sheltered Housing for Older People (category D). The scheme already has a mixed tenure.

Tenants Response:

- Tenants felt the scheme could have been kept as suitable for 50 +

Main Queries:

Q. Will new tenancy agreements be issued?

A. No, because tenants are already secure tenants. Letters will be sent to all tenants advising them of the new category of the scheme.

Q. What are the criteria for the local lettings plan? Will it be different for people living at Chiltern House?

A. Local letting plans will be individual to each scheme, e.g. an age limit could be put in place start the plan, also it stipulate any the new tenants to have no dependents. These plans will be reviewed regularly on an annual basis. Lettings to be carried out sensitively to take into account different lifestyles. Councillor Brunner said by having local lettings plans will give tenants more say.

Q. Will the tenants still have concessionary T.V. licences.

A. If tenants are on the concessionary T.V licence at present, and still qualify, they will still receive it. Preserved rights still apply.

Q. Is the communal lounge going to change or be used for anything else.

A. A further consultation will be carried out to identify the usage of the Communal lounges in the schemes.

Q. What will be the criteria between now and April 11

A. Nothing will change until April 11 if the proposals are agreed.

Q Do we have to move

A. No, no one is going to make anyone move unless they wish to. We will work with tenants to help them through this process

Mike Chawner (Chair of Borough Tenants Panel) felt the overall strategy was very good and tenants should take on board what is being said. To get their thoughts together and identify what they would like to go into the local lettings plan, think about what is important to them.

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Malvern House

Proposal:

- To keep the scheme for 60+ with or without a support need (category B). This category has the potential to have a lift put in, but will require financial input.

Tenants Response:

- Tenants were very pleased with this decision. Tenants felt the letters they had received were self explanatory.

Main Queries:

None

Evesham Road Flats

Proposal:

- Numbers 170a – 190b to be kept for 60+ with or without support need (category B)
- Numbers 124, 130,134, 144-156a to be for 50+ (category C)

Tenants Response:

Tenants were pleased with the recommendation; they feel they have received enough consultation, with letters, notices on the notice boards, conferences. They said a lot of people become complacent and do not want to attend meetings.

Main Queries:

None

Feckenham Road flats

Proposal:

- Not suitable to be retained as Sheltered Housing for Older People (category D). There are tenants under the age of 60 in the properties already.

Tenants Response:

- Only one tenant attended see comment below.

Main Queries:

Q **One tenant said we were taking away their independence.**

A. It was explained to him, that we would put in local lettings plans with the tenants being involved in this process.

Keats House

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Proposal:

- Suitable for persons 60+ with or without a support need (category B).

Tenants Response:

- The tenants at Keats House were pleased with this recommendation; they understand why they were put into this category and not in category A. They appreciate that lifts can't be put into these properties. Upstairs tenants, at the meeting, are quite happy living there, they do not want to move down to a lower floor.

Main Queries:

- Q Could prospective tenants be asked if they would like to be involved in the social activities?**
- A. New tenants can be advised of the social activities, but it will be their decision if they take part in them

Roxboro House

Proposal:

- Not suitable to be retained as housing for Older people (category D).
- There are four options to be considered for Roxboro House
 - Disposal
 - Other affordable providers
 - Council retention general let
 - Council retention over 50+

Tenants Response:

- They had a meeting on 23rd July 2010 to discuss possible proposals, so they were more accepting that there would be a change, and raised the questions below

Sharon raised an awareness of some preliminary inquiries she had made regarding compensation, if the optional of disposal is accepted. There may be some financial help, this would not be implemented until an official decision had been reached and the building had been sold.

Main Queries:

- Q Are all of the other Sheltered Schemes safe.**
- A. Three of the other sheltered schemes are being kept as Sheltered housing for over 60 with a support need, others will be changed to older person housing 60+, or suitable for 50+. The others will be general lettings accommodation.
- Q Will sheltered housing still be offered to tenants?**
- A Yes, if that is what they require and meet the criteria.
- Q. Is there a possibility I will still be sitting in my flat in 12 months time.**

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- A. Yes, there is a possibility; you will still be in your own flat in twelve months. The proposal asks that officers be allowed to undertake a feasibility study on the four proposals and take a report back to Councillors within twelve months of the report.
- Q. **Will the flats be re-let from now on?**
- A. Until a decision is made we have got to look at the cost of leaving it empty. If we move someone in we will have to let them know of the proposals, because of the period of uncertainty.
- Q. **How many councillors attend the meeting when the decisions are made?**
- A. At the Executive committee there are 2 Labour, 1 Liberal Democate, and 6 Conservative Councillors, and at full committee all of the Councillors should attend.
- Q. **If kept as over 50s+ can we apply to move now?**
- A. If you want to move now you can, you will go through the normal choice based letting system.
- Q. **If it went to the open age group option would the compensation still apply, some tenants may feel they want to move?**
- A. No, the criteria for compensation would be 'if you loose your home through development'. We would look at a local letting plan to address any issues that may arise through the change of age.

Bentley Close

Proposal:

- Suitable for persons 60+ with or without a support need (category B).

Tenants Response:

- Tenants were very happy with this proposal for their scheme. The tenants felt they had been listened too; they had been gearing their selves up for a fight, against the category they thought they may be put in.

Main Queries:

- Q. **Isn't the government bringing in proposals that tenants will have to move from their homes if they under occupy.**
- A. This policy will have to be approved through Parliament first before it affects Local councils.
- Q. **Will there be any foreseen alterations to the allocation process?**
- A. Category A Sheltered schemes will have a different process, because they will need to meet support criteria. Category B tenants, we will try to have a regard for differences in lifestyles. Advertising the properties correctly, we hope will encourage similar type of tenants into the schemes. Individuals have the right to accept these properties; we can't enforce them to take part in any of the scheme activities.

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- Q. **At present do we have a waiting list for tenants over 60 wanting to move to Bentley Close, and, if no one over 60 applies, are we going to put in other age groups?**
- A. No, we do not hold a waiting list for Bentley Close or any other schemes; they all go through the choice based letting system. If no one applies on the first advertisement we will advertise again until we get someone suitable. The scheme is usually well sort after. If it happens on a regular basis we will have to keep an eye on the demand, and look at whether we need to do anything about the situation.
- Q. **Would there be a flagging sign to raise awareness if a scheme needed to be re-categorised?**
- A. What we would look at is the demand for the properties and the demand for the Home Support service. Look at it annually but not necessarily change anything.

One of the tenants said she was very happy with the decision, since she moved into the scheme she is a different person. It is a pleasure to live there, there is a good community spirit and the Home Support officer is a major factor in this community spirit.

Retreat Street, and Gorse Close flats

Proposal:

- Suitable for persons aged 50+ (category C)

Tenants Response:

- Tenants were OK with this decision; there are some tenants under 50+ living in these properties.

Tenants feed back would be welcome and will take this back to the Councillors.

Main Queries:

- Q. **Is it possible to have Right to buy if this proposal is accepted?**
- A. Yes, right to buy would apply. Although, we have had no one put in a right to buy on any of the schemes that are 50+ at present.
- Q. **Will priority be given to anyone in an upstairs flat who wishes to come into downstairs flat?**
- A. Yes this will be put on the adverts.
- Q. **Why has the upgrade of the communal kitchen in Gorse Close been deferred?**
- A. We will be consulting on the use of communal rooms in the schemes once this report has been approved.
- Q. **Will we still have a cleaner?**
- A. Yes the cleaning contract will still cover the communal areas.

It was felt an amenities list would be useful to tell to prospective tenants what was in the area.

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Manor House

Proposal:

- Not suitable to be retained as Older Persons accommodation (category D).

Tenants Response:

The tenants at the meeting were not happy about this proposal. It is only one block of flats with eight flats in it. The tenants who live there do a lot of the gardening and take pride in the scheme. There is access for wheelchairs users on the ground floor, they have had tenants who have been wheelchair users living in these flats previously. Tenants felt younger people would have cars and there is very limited parking around this scheme.

It was explained a local letting plan would be put in place with consultation with the tenants.

Feedback needs to be constructive with comments, to change the decision.

Tenants said, ' what was the use of giving feedback if the council did not take any notice'

Tenants said they were aware of the strategy and had attended meeting and conferences.

Main Queries:

None

Leacroft Road

Proposal:

- Not suitable to be retained as Older Persons accommodation (category D).

Tenants Response:

- The tenants from these two blocks of flats were not in agreement with the proposed change of category. They felt they should be in Category C, over 50+, because there are a lot of tenants in this age group already living in these properties. These tenants tend to look out for the older tenants. They did not want to have children living above them. Within the vicinity of these flats there are private residents who like the quietness of the area. Younger people would create more problems with the already limited parking spaces.

It was explained a local lettings plan would be put in place in consultation with the tenants.

These tenants said they had not received any information about the strategy, prior to the last letters advising of this meeting.

Main Queries:

Q **If I wanted to move to a bungalow would I have higher priority?**

A. It may be better to have a medical report this would put you into higher banding.

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Meeting held at Town Hall

This was an open meeting for all scheme tenants. Of those who attended, one lived in Harry Taylor House and one lived in Arthur Jobson House, both of these schemes will be kept as Sheltered Housing for over 65's with a support need.

The others lived in Loxley Close which is proposed to go to general let accommodation, with a local lettings plan; this was explained to these tenants.

Main Queries:

Q. Is Harry Taylor being taken over by another Housing provider?

A. No, it will remain RBC property and will continue to be Sheltered Housing.

Q. If the Councillors say no to Harry Taylor remaining has sheltered Housing, what will happen then?

A. The Councillors have already accepted the report in principle, but asked the project group to notify the tenants what their categories will be, and give feedback and comments from the tenants at the next meeting in September.

The tenants were advised there is a change management process that will be carried out when the decisions are made, part of this process will be a dedicated officer to work with any tenants who have concerns or who want to move

The tenants in attendance were asked what the best way to communicate with them was; they all said letters through the door is best.

Bredon House

Attended by tenants from Bredon House, Auxerre House and Fladbury Close

Proposal:

- Bredon House ~ Suitable for person's aged 50+ (category C)
- Auxerre House ~ Considered not suitable as Older Person's Accommodation (category D)
- Fladbury Close ~ Suitable for persons 60+ with or without a support need (category A)

Tenants Response:

- Tenants from Bredon House pleased with the decision.
- Tenants from Auxerre House initially against decision however by the end of the meeting understood the logic of the proposal.
- Tenants from Fladbury Close pleased with the decision.

Main Queries:

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- Q Why is the Council disowning the elderly? It is disgraceful that we are doing this? (Query from Auxerre House tenant).**
- A Explained that some accommodation that is currently used to house the elderly is not suitable for their needs and are not DDA compliant and as such should not be advertised as older person's housing. By reviewing the housing stock currently in place for older people the Council want to ensure that all accommodation deemed suitable for older people is suitable or where possible made suitable.
- Q What meetings have we had? We have not been consulted until now. (Query from Auxerre House tenant).**
- A All consultation taken place from September 2009 to date was listed.
- Q Why is Auxerre House not suitable for older persons? (Query from Auxerre House tenant).**
- A Explained how having general needs and older person's housing so close is not working for many of the older tenants especially as they all use the same entrance door. The older residents can feel intimidated. Person raising the question felt balance was right, however another tenant had moved from Auxerre House as had the opposite experience.
- Q Query rose regarding fire escapes in Fladbury Close as there is no back door to the property.**
- A This will be looked into.
- Q In Bredon House it is difficult to get through the doors in a wheelchair. Would it be possible to have the doors on a device whereby they stay open however in case of a fire they close?**
- A We will look into fire escapes and general access around the buildings.
- Q Bredon House is on a slope and which can be difficult to negotiate in the winter. The tile have been replace but not with the promise 'non-slip' tiles.**
- A Cllr Clayton said that when it is icy the Council have agreed to enhance the gritting provided by Worcestershire County Council at all the schemes.
- Q Will we still be able to have the Home Support Service and Lifeline?**
- A All tenants of RBC will be able to, and can access these services, regardless of whether they live in accommodation designated for older persons provided they have a need for the service.
- Q General comment about Home Support Service and that they felt he received a poor service when he had to pay for it. Now it is optional he is not in receipt of it as we have assed him as having no need.**
- A Explained how the supporting people grant has changed from an accommodation based grant to a needs led grant. If he feels he does have a need he can ask for an assessment at any point.
- Q Query regarding bins at Auxerre House**
- A This has been resolved. We will look at putting notices on the bins.

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Q Regarding progress on kitchens and bathrooms and both Bredon House and Arthur Jobson House. What year of programme are they in? Are they being done or have they been put on hold. It was felt that tenants would benefit from having a notice on the notice board regarding the capital works programme.

A Capital works have not been put on hold. We will take suggestion regarding the notice board forward.

Beoley Road

Attended by tenants from St. Georges, Phillips Terrace, Harry Taylor House and Beoley Road

Proposal:

- St Georges ~ Not suitable for older persons housing (category D)
- Phillips Terrace ~ Suitable for persons aged 50+ (category C)
- Harry Taylor House ~ Older Person's Supported Housing (category A) over)
- Beoley Road ~ Suitable for persons aged 50+ (category C)

Tenants Response:

- All except St Georges were pleased with the decision for their scheme.
- St Georges queried but understood rationale

Main Queries:

Q Will ages but reduced straight away?

A No a local letting plans agreed with current tenants will be implemented. This would see the age limit reduce gradually.

Q I would like to move to a bungalow but am in Harry Taylor, can I still apply?

A Yes, explained that they would need to complete an application and could bid for properties. If they do not have access to the internet a member of housing options can place the bid for them.

Downsell House

Proposal:

- Suitable for persons aged 50+ (category C)

Tenants Response:

- The tenants were O.K with the recommendation; there are already a lot of tenants under the age of 60 living in this scheme. There have not been any problems the younger tenants tend to ask the older ones if they require shopping etc.
- The tenants raised concerns about the ongoing parking problems around the scheme, especially during school time. Cllr Clayton felt a letter could be put on the cars advising them

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they were parking incorrectly especially by the dropped Kerb. The dropped kerb may need to be re-sited and marked more clearly.

Mendip House

Proposal:

- Suitable for persons aged 60+ with or without a support need (category B).

Tenants Response:

- Tenants from Mendip House were pleased with the decision for their scheme.

It was explained, at the present time a lift cannot be put into Mendip House but if any money was available, in the future, a lift could be put in.

Preference would be given to tenants in upstairs flats wishing to move downstairs in the scheme.

Main Queries:

Q Are RBC building any more properties, it seems these are being taken off the elderly, will they be replaced,

A. There is a local Plan 2026 which RBC can designate pieces of land which will allow the building the building of houses. RBC can say what they feel should be built on these sites.

Q. If people want to move out of Mendip can they?

A. Normal transfer process will apply through choice base lettings.

Q Once this strategy becomes in to being can we be categorically assured no one under 60 will move in.

A. The categories will be reviewed on an annual basis to make sure we have got it right, either way. If it needs to be changed tenants will be consulted first.

Loxley Close and Sandhurst Close flats

Proposal:

- Not suitable for as Older persons' accommodation (category D)

Tenants Response:

- There were concerns from the tenants of Loxley Close and Sandhurst Close flats, with the change of use, to general let properties. It was explained to the tenants there would be a local lettings plans with each of these schemes, this will be carried out with tenant consultation.

Q. What age group will be put in?

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- A. Introduce a local lettings plan; this will be discussed with the tenants on what they want to go into it e.g. start at 50+ with no dependents to be reviewed annually.
- Q. **Will we have to move, the Loxley close flats are close to all amenities.**
- A. No we are not asking anyone to move, but they can apply to if they want to.
- Q. **Can the tenants of Loxley and Churchill schemes still use Mendip House?**
- A. Yes, there will be no change.
- Q. **When will it start?**
- A. Full council meet on 20th September 10 when a decision should be made. There will be no change to the service received at present such as Lifeline, Home Support Service.
- Q. **Can we buy our flats if they go to general let?**
- A. Yes the right to buy will apply.
- Q. **What happens if you have trouble with noisy neighbours?**
- A. The normal tenancies conditions apply. If tenants are causing a nuisance they can be reported to the Anti Social behaviour team.
- Q. **Why are the flats in Loxley Close not suitable for over 65s'**
- A. Into the future we would not be looking to keep these flats for older people.

Deans Close, Chedworth, Fulbrook and Flanders Close bungalows.

Proposed:

- Deans Close ~ Older Person's Supported Housing (category A)
- Chedworth ~ Older Person's Supported Housing (category A)
- Fulbrook Close ~ Older Person's Supported Housing (category A)
- Flanders Close ~ Older Person's Supported Housing (category A)

Tenants Response:

Carol what was the general feeling?

- Q. **Bungalows in Chedworth Close have younger people in them**
- A. If the person has a severe disability or in a wheelchair they can apply for this type of accommodation.

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REVIEW OF REDDITCH BOROUGH COUNCIL'S HOUSING STOCK FURTHER TO COMMUNITY CONSULTATION

Dear Resident

Thank you to those residents who recently met with Officers to discuss the proposals for Auxerre House. As promised we are arranging to speak to you all again following the decision of the Executive Committee on 28th July, 2010.

Background

The Older Persons' Housing and Support Strategy was approved by Full Council on 18th September, 2009. The implementation of the Action Plan was subject to Community Consultation.

Consultation began at the end of September, 2009 and Officers came to Auxerre House in October, 2009 to update residents on the progress of the Strategy, discuss the 'standards' that schemes were being measured against, explain the priorities in the Action Plan and advise what was going to happen next. Consultation ended in March 2010 with a conference at the Town Hall.

One of the elements in the Action Plan involved reviewing sheltered housing and Officers proposals have now been presented to the Executive Committee who have approved them in principle.

Observations

Auxerre House is currently divided into two halves. Half being older persons' accommodation for over 50's and the other half is general let. There is a high volume of bed sit accommodation. Although there is a lift to upper floors and adequate parking there have been some problems with the 'division' of the building and internal access and security has been compromised. In addition, the foyer is communal and shared by both sides.

Due to the mixed tenure, high volume of bed sits which are difficult to let and low need for the Home Support Service, Auxerre House is not considered suitable as Older Persons Accommodation.

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The Council recommended that Councillors consider the following options:

- Offering the accommodation as an opportunity for first time buyers under the Homebuy Scheme. HomeBuy enables social tenants who are first time buyers to buy a share of a home and get a first step on the housing ladder.

OR

- Consideration could be given to changing this scheme to general let as the bed sit accommodation is not considered suitable for older people and the rest of the building is already general let. Officers would meet with residents to discuss a sensitive approach to allocations if this option is approved.

WHAT HAPPENS NOW

The Executive Committee has requested that Officers give residents the opportunity to comment and Officers will present any feedback at the next meeting of the Executive Committee on 8th September, 2010. Full consideration will be given by Council on 20th September, 2010. We will contact you again after that date to let you know the outcome.

This meeting will be held at Bredon House lounge on Friday 13th August (if you are unable to attend this meeting and would like to comment or ask any questions please contact us as below).

Whatever the final decision we will work closely with you all for as long as necessary. If required you can be assigned a dedicated Officer or independent party who can support you through the process and offer you advice.

You will still be a tenant of Redditch Borough Council.

CONTACT DETAILS

You can contact any member of the project group for further information or clarification:

Sharon Powell	(01527) 64252	ext. 4004
Carol Cockette	(01527) 64252	ext. 7601

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Emma Cartwright (01527) 64252 ext. 3994

Yours sincerely

Liz Tompkin
Head of Housing

<p>PROPOSED CATEGORIES FOR OLDER PERSONS COUNCIL ACCOMMODATION IN REDDITCH</p>

Older Persons Supported Housing – Category A

- suitable for persons aged **65** years old and over **and** who have an assessed support need.
- acceptable safety and security standards
- in a suitable, desirable location
- suitable internal and external access, including a lift to upper floors
- suitable communal facilities
- eligible to join in communal activities at other schemes

Older Persons Housing – Category A Bungalows

- suitable for persons aged **60** years old and over with preference to be given where there is an assessed support need or to a wheelchair user
- also suitable for adults aged 18 years old and over with severe mobility issues or wheelchair users
- suitable internal and external access
- eligible to join in communal activities at other schemes

Older Persons Housing for Over 60's– Category B

- suitable for persons aged **60** years old and over with or without an assessed support need
- priority would be given to wheelchair users in level access units
- priority would be given to those with an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority to move to lower floors would be given to current upper floor residents if criteria met
- suitable internal and external access
- eligible to join in communal activities at other schemes

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Over 50's Housing – Category C

- suitable for persons aged 50 years old and over with or without an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority on lower floors would be given those with mobility issues
- priority to move to lower floors would be given to current upper floor residents if criteria met
- eligible to join in communal activities at other schemes

Meeting to be held in the main lounge at:	For residents of:	Date/Time
Chiltern House	Matchborough	Wednesday 4 th August 2.00pm
Malvern House	Headless Cross	Tuesday 10th August 1.00pm
Evesham Road	Headless Cross	Tuesday 10th August 2.15pm
Keats House	Headless Cross	Tuesday 10th August 3.30pm
Roxboro House	Mount Pleasant Mayfields	Wednesday 11th August 10.00am
Bentley Close	Southcrest	Wednesday 11th August 11.15am
Retreat Street	Astwood Bank Feckenham	Wednesday 11 th August 2.00pm
Fearnings Cottages	Crabbs Cross Oakenshaw	Wednesday 11 th August 3.15pm
Town Hall Committee Room 2	All areas	Wednesday 11 th August 6pm

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Bredon House	Greenlands Woodrow	Friday 13 th August 10.00am
Beoley Road	Town Centre Abbeydale Lakeside	Friday 13 th August 11.15am
Downsell House	Webheath Batchley	Friday 13th August 2.00pm

Executive

Appendix 3

8th September 2010

REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK FURTHER TO COMMUNITY CONSULTATION

Dear Resident

Following the Review of Sheltered Housing and further to community consultation, Officers have asked the Executive Committee to consider proposals for revised categories for Older Persons Council Accommodation in the Borough. Approval, in principle, was given at the Committee's latest meeting held on 28th July, 2010. Full details of the proposed categories for Older Persons Housing are listed on the reverse of this letter.

Background

The Older Persons' Housing and Support Strategy was approved by Full Council on 18th September, 2009. The implementation of the Action Plan was subject to Community Consultation.

Consultation began at the end of September, 2009 and Officers came to Chiltern House in October, 2009 to update residents on the progress of the Strategy, discuss the 'standards' that schemes were being measured against, explain the priorities in the Action Plan and advise what was going to happen next. Consultation ended in March 2010 with a conference at the Town Hall.

Observations

Chiltern House is currently enjoyed as older persons' accommodation by several residents. It is already part general let and some tenants have already exercised their right to buy.

The combination of general let and older persons' accommodation has generally worked well but tenants are concerned that a return to general let would increase the risk of anti social behaviour. The current residents over 50 do not want anything to change and some have actively contributed to the consultation period throughout.

However, there are several sets of steps to negotiate to reach the higher floors and even steps to access the lower ground floors (alternative access to lower ground floors can be obtained at the back of the building). A lift is not feasible as it would not serve enough flats. It is not conducive to lifetime accommodation as in the event of mobility issues there are considered to be too many steps and turns to negotiate to some floors. The lower floor also has 50% bedsit accommodation.

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8th September 2010

The Executive Committee approved, in principle, the Council's recommendation that the building be returned to general let with a sensitive lettings plan.

WHAT HAPPENS NOW

The Executive Committee has requested that Officers give residents the opportunity to comment on this proposal and Officers will present any feedback at the next meeting of the Executive Committee on 8th September, 2010. Full consideration will be given by Full Council on 20th September, 2010. We will contact you again after that date to let you know the outcome.

The meeting will be held in the Chiltern House lounge on Wednesday 4th August, 2010 at 2pm

Whatever the final decision we will work closely with you all for as long as necessary. If required you can be assigned a dedicated Officer or independent party who can support you through the process and offer you advice.

You will still be a tenant of Redditch Borough Council.

CONTACT DETAILS

You can contact any member of the project group for further information or clarification:

Sharon Powell	(01527) 64252	ext. 4004
Carol Cockette	(01527) 64252	ext. 7601
Emma Cartwright	(01527) 64252	ext. 3994

Yours sincerely

Liz Tompkin
Head of Housing

Executive Appendix 3

8th September 2010

<p>PROPOSED CATEGORIES FOR OLDER PERSONS COUNCIL ACCOMMODATION IN REDDITCH</p>

Older Persons Supported Housing – Category A

- suitable for persons aged **65** years old and over **and** who have an assessed support need.
- acceptable safety and security standards
- in a suitable, desirable location
- suitable internal and external access, including a lift to upper floors
- suitable communal facilities
- eligible to join in communal activities at other schemes

Older Persons Housing – Category A Bungalows

- suitable for persons aged **60** years old and over with preference to be given where there is an assessed support need or to a wheelchair user
- also suitable for adults aged 18 years old and over with severe mobility issues or wheelchair users
- suitable internal and external access
- eligible to join in communal activities at other schemes

Older Persons Housing for Over 60's– Category B

- suitable for persons aged **60** years old and over with or without an assessed support need
- priority would be given to wheelchair users in level access units
- priority would be given to those with an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority to move to lower floors would be given to current upper floor residents if criteria met
- suitable internal and external access
- eligible to join in communal activities at other schemes

Executive Appendix 3

8th September 2010

Over 50's Housing – Category C

- suitable for persons aged 50 years old and over with or without an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority on lower floors would be given those with mobility issues
- priority to move to lower floors would be given to current upper floor residents if criteria met
- eligible to join in communal activities at other schemes

Proposed allocation of Properties to the new Categories

Category A (Communal) – Aged 65 and over

Arthur Jobson House, Harry Taylor House and Ibstock House

Category A (Bungalows) – Aged 60 and over

Ashton Close, Ashorne Close, Banners Lane, Blythe Close, Brinklow Close, Cedar Road, Cedar View, Chedworth Close, Clifton Close, Coupass Cottages, Deans Close, Drayton Close, Eathorpe Close, Fearnings Cottages, Fladbury Close, Flanders Close, Fordbridge Close, Frankton Close, Fulbrook Close, Gorsey Close, Grendon Close, Holloway Park, Ibstock Close, Ilmington Close, Johnson Close, Kenilworth Close, Lightoak Close, Lyndenwood, Mickleton Close, Pitcheroak Cottages, Sandhurst Close, St Georges Gardens, St Lukes Cottages, Treville Close, Upperfield Close, Western Hill Close, Willow Way, Winslow Close, Yardley Close and Yew Tree Close

Category B – Aged 60 and over

Bentley Close, 170A – 190B Evesham Road, Keats House, Malvern House, Mendip House

Category C – Aged 50 and over

Beoley Road, Bredon House, Downsell House, Evesham Road (124 – 156a), Gorsey Close flats, Phillips Terrace, Retreat Street

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Bungalows at: Crabbs Cross Lane, Paddock Lane, Patch Lane, Sycamore Avenue, Whitchurch Close, Yarningale Close

Properties not considered suitable as Older Persons' Accommodation

Auxerre House, Chiltern House, Roxboro House and flats at: Feckenham Road, Grange Road, Lea Croft Road, Loxley Close, Manor House, Mount Pleasant, Paddock Lane, Sandhurst Close and St Georges Road.

Executive **Appendix 4**

8th September 2010

REVIEW OF REDDITCH BOROUGH COUNCIL'S HOUSING STOCK FURTHER TO COMMUNITY CONSULTATION

ROXBORO HOUSE BRIEFING NOTE – 23rd JULY, 2010

Background

The Older Persons' Housing and Support Strategy was approved by Full Council on 18th September, 2009. The implementation of the Action Plan was subject to Community Consultation.

Consultation began at the end of September, 2009 and Officers came to Roxboro House in October, 2009 to update residents on the progress of the Strategy, discuss the 'standards' that schemes were being measured against, explain the priorities in the Action Plan and advise what was going to happen next. Consultation ended in March 2010 with a conference at the Town Hall.

One of the elements in the Action Plan involved reviewing sheltered housing and Officers proposals have now been prepared and will be presented to the Executive Committee on 28th July, 2010.

Observations

Initial concerns about the Scheme concerned its hilly location, damp, inadequate parking, security and the high volume of bed sit accommodation. Further inspection has identified more complex issues such as long term roof repairs, facias, guttering and electrical maintenance required. More importantly it was felt that further investigation into safety and evacuation procedures. Although procedures are satisfactory at the moment, changes to guidelines and regulations could occur that the building will be too old or costly to accommodate. The Council feels further investigation, consideration and consultation is required before a final decision can be made.

The Council, therefore, do not want to make any proposals until it is satisfied that all these areas have been thoroughly investigated and are asking the Committee to grant permission to investigate the options available and to pursue a market valuation for the reasons given below:

- This scheme could not meet adequate health and safety standards without substantial redevelopment. The amount of redevelopment required would be extremely difficult because of the poor access for plant machinery (single track) from the Evesham Road and this would be difficult to extend because of neighbouring properties.

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Consideration could be given to the following options:

Option A - Disposal

- The Council could close and demolish the site and put on the open market for sale to a market developer, who could provide affordable housing via a S106 Agreement, which would be the Council's best capital receipt generator, which could fund improvements to other older persons' housing stock. A possible outcome here would be that we could insist via the S106 that as part of the new development, there are bungalows provided on part of the land for the elderly (we could ask tenants if they want to come back on a new scheme)
- Dispose for market housing ONLY which would generate the greatest capital receipt but which would present the borough with a problem in meeting its housing need.

Option B - Other Affordable Provider Options

(RSL – registered social landlord)

- RSL could take over the scheme as an older persons housing facility, but massive investment required to upgrade, scheme problems caused by design will remain – RSLs will probably not be interested as they were with the Frederick Eary House scheme (Anchor) which is similar and for sale at present.
- RSL demolish and rebuild as a new sheltered complex or elderly persons bungalows.
- RSL demolish and rebuild as mixed tenure 100% AH site (subject to availability of HCA grant to pump prime the development and private finance on their part). May need to put some for sale units to cross sub. Some of the scheme could be conditioned as being bungalows and some could go to existing residents if required (pre-let)
- RSL conversion of building to alternative use. Possible but may not be popular.

Option C - Council retention (General Let)

Executive **Appendix 4**

8th September 2010

- As the standards do not meet the needs of older people it could become a general let complex. However, this will need a massive investment to get up to standard and possible sensitive lets policy.
- Scheme could be remodelled to create 1 bed flats. This would be very costly.
- Council could demolish and use HCA Council House Building Grant (subject to 22 June budget and application and finding a partner with the skills to engineer a scheme) to replace with Council owned family houses/flats or mix to be determined. – Going to be hard to achieve and dependent on member commitment to fund part outside of grant with prudential borrowing, dependant on the review of the Housing Revenues Account.
- Council looking to build a mixed tenure for sale and shared ownership scheme to cross subs rented units.

Option D - Council retention (Over 50's housing)

- Standards at this scheme do not meet those identified as desirable for the future needs of older people, especially the high level of bedsit accommodation, inadequate parking, hilly location, restricted vehicular access and safety standards.
- Substantial funding would have to be secured to improve the scheme and ongoing maintenance costs on a building of this age and condition would be high. We also need to be prepared for the strong possibility that tighter Health & Safety regulations will come into place in the future and whether the scheme could accommodate further change structurally or financially.
- The major improvement works that would be required would cause disruption to residents and neighbours and would worsen the already critical vehicular access and parking problems.
- Consideration must also be given to the increased risk that older people may require attendance from emergency services. Essential works to provide external ramps to enable evacuation will impede access in the future.

WHAT HAPPENS NOW

The Executive Committee will consider the request to allow Officers more time to investigate the options on 28th July, 2010 and their recommendation will be

Executive Appendix 4

8th September 2010

considered for approval by Full Council on 9th August, 2010. We will contact you again after that date to let you know the outcome.

Whatever the decision we will work closely with you all for as long as necessary. If required you can be assigned a dedicated Officer or independent party who can support you through the process.

CONTACT DETAILS

You can contact any member of the project group for further information or clarification:

Sharon Powell	(01527) 64252	ext. 4004
Carol Cockette	(01527) 64252	ext. 7601
Emma Cartwright	(01527) 64252	ext. 3994
Liz Tompkin	(01527) 64252	ext. 3304

**“My Home, My Future, My Choice Residents Group meets monthly
Next meeting: Committee Room 3, Town Hall, 2pm, 29th July, 2010**

Executive Appendix 5

8th September 2010

Review of Sheltered Housing - UPDATE

Dear Resident

Following a Review of Sheltered Housing and further to community consultation, Officers have asked the Executive Committee to consider proposals for revised categories for Older Persons Council Accommodation in the Borough. Approval, in principle, was given at the Committee's latest meeting held on 28th July, 2010. Full details of the proposed categories for Older Persons Housing are listed on the reverse of this letter.

Your address falls into Category:

How will this affect me?

You do not need to do anything. The proposed criteria will determine who can move in, in the future. If you do not agree with the proposals or have any questions you can contact us (see below) or attend one of the meetings being held shortly (see attached). If you would like to attend one of these meetings but the time is inconvenient, or you prefer a home visit please contact us for other options.

Why are you writing to us now?

Although the consultation period has now ended, at the request of the Executive Committee, Officers will be offering you the opportunity to meet with them should you wish to comment on the proposals or ask any questions. Any feedback will be passed back to the Executive Committee at their next meeting on 8th September, 2010 and to Full Council on 20th September, 2010. Official notification will follow after Full Council has given the matter its full consideration.

How can I get further information?

If you prefer not to or cannot attend one of the scheduled meetings and would like to comment or ask any questions about the Review you can contact any one of the following:-

- Your Home Support Officer (if you have one)
- Sharon Powell (01527) 64252 ext 4004
- Carol Cockette (01527) 64252 ext 7601
- Emma Cartwright (01527) 64252 ext 3994

Yours sincerely,

Executive

Appendix 5

8th September 2010

Liz Tompkin
Head of Housing

<p style="text-align: center;">PROPOSED CATEGORIES FOR OLDER PERSONS COUNCIL ACCOMMODATION IN REDDITCH</p>

Older Persons Supported Housing – Category A

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Older Persons Housing for Over 60's– Category B

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Over 50's Housing – Category C

- suitable for persons aged 50 years old and over with or without an assessed support need

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- priority on lower floors would be given those with mobility issues
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- eligible to join in communal activities at other schemes

Meeting to be held in the main lounge at:	For residents of:	Date/Time
Chiltern House	Matchborough	Wednesday 4 th August 2.00pm
Malvern House	Headless Cross	Tuesday 10th August 1.00pm
Evesham Road	Headless Cross	Tuesday 10th August 2.15pm
Keats House	Headless Cross	Tuesday 10th August 3.30pm
Roxboro House	Mount Pleasant Mayfields	Wednesday 11th August 10.00am
Bentley Close	Southcrest	Wednesday 11th August 11.15am
Retreat Street	Astwood Bank Feckenham	Wednesday 11 th August 2.00pm
Fearnings Cottages	Crabbs Cross Oakenshaw	Wednesday 11 th August 3.15pm
Town Hall	All areas	Wednesday 11 th August 6pm
Bredon House	Greenlands Woodrow	Friday 13 th August 10.00am

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8th September 2010

Beoley Road	Town Centre Abbeydale Lakeside	Friday 13 th August 11.15am
Downsell House	Webheath Batchley	Friday 13th August 2.00pm
Mendip House	Church Hill Winyates	Friday 13 th August 3.15pm

YOUR FEEDBACK IS INVITED ON THE REVIEW OF SHELTERED HOUSING

Dear Resident,

You have recently been notified that the Council is proposing to place Older Persons Housing into 3 categories, some schemes have been deemed unsuitable for any of the categories.

Before a final decision is made Councillors are requesting that Officers report back to the Executive Committee with feedback from residents.

We have held a series of meetings recently but some of you may not have been able to attend due to the short notice.

**IT IS NOT TOO LATE TO
SEND YOUR FEEDBACK**

REDDITCH BOROUGH COUNCIL


*making
a
difference*

www.redditchbc.gov.uk

**YOUR FEEDBACK IS INVITED ON THE
REVIEW OF SHELTERED HOUSING**

A Comments box is situated in all Scheme lounges and Council reception desks for you to add any comments you may wish to make.

The boxes will be collected on 31st August, 2010. If you have missed the deadline or would like further information please telephone:

Sharon Powell (01527) 64252 ext 4004
Carol Cockette (01527) 64252 ext 7601
Emma Cartwright (01527) 64252 ext 3994

Or speak to your Home Support Officer
BEFORE 7th September, 2010

THANK YOU VERY MUCH

YOUR FEEDBACK IS INVITED ON: THE REVIEW OF SHELTERED HOUSING

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Carol Cockette (01527) 64252 ext 7601
Emma Cartwright (01527) 64252 ext 3994

Or speak to your Home Support Officer
BEFORE 7th September, 2010

THANK YOU VERY MUCH



Executive Appendix 8

8th September 2010

**Minutes from Chiltern House Tenants meeting
re Sheltered Housing proposals ,
held on 4th August 2010**

Present:

Sharon Powell, Carol Cockette, Helen Cook. RBC officers
Cllr Brunner, Cllr A Clayton,

Tenants: Margaret Welland (43,) Vera Murphy,(38) Mr & Mrs Willmot,(36)
J. M Rusk,(39,) Mr & Mrs Kipling,(1) Elzbietq Jagusiak (3)

Sharon introduced herself and welcomed everyone to the meeting.

Sharon advised the meeting of what was proposed for Chiltern House in the Sheltered Housing Strategy. The proposal being put forward to Councillors will be: **Chiltern House is not suitable to be kept has Older persons accommodation**, the reports recommends it to go to general lets. Sharon explained how this conclusion was reached.

As a housing provider we have to meet certain standards for properties to be deemed has suitable for older people. We had to look at the Disabled Discrimination Standards and other standards that Government expect Older persons housing to meet, where ever possible.

Chiltern House does not have level access to the flats, which is a key factor to meeting these standards.

The scheme is already mixed tenure, with some general lets and some privately owned properties. The access to flats in most of the blocks, are via stairs.

Sharon explained if the scheme does go to general lets the Council was not asking tenants to move, if they wanted to stay in their flats, but if any tenants felt they wanted to move then we would work with them to achieve this.

In the report there is a request for finance for a full time dedicated officer, to work with tenants who have concerns or wish to move.

It will be April 2011, before any changes take place, and we will work with tenants to make sure their lifestyles are not being impeded up on.

From our meetings, and talking to tenants, we have listened to their concerns, of them wanting to know who will be signed up to properties if the scheme goes to general lets.

Executive Appendix 8

8th September 2010

We have agreed to meet with tenants in each individual Scheme, to put in a local lettings plan to suit the needs of that scheme, which could identify, that any Sheltered housing flats, that become vacant after April 2011, be let to over 50's initially, this could be reviewed annually.

Margaret Welland raised her concerns if the scheme was changed to general lets, she said she felt very let down by the Council, nothing had been discussed at the meetings she had attended to say it would be recommended to go to general lets.

Sharon said there was never any mention of what category any of the schemes were going into at the meetings. It was not until the criteria was identified, that we started to put the relevant schemes into categories.

Cllr Clayton asked about concessionary T.V Licences?

Helen replied that only part of the scheme was covered by the concessionary TV licence, which is now on preserved rights. Anyone over the age of 75years gets the TV licence free.

Mike Chawner asked what would be the criteria for a local lettings plan.

Cllr Brunner said the local lettings plans would be different for each scheme depending on what tenants want from each plan. e.g, could change a block at a time, 'no dependents' or over 50s. in Chiltern House.

Cllr Brunner said we could not say 'Who' moves in but with a local lettings plan we can put in various criteria, which tenants would have had an input into, which gives the tenants more say than they have now.

Margaret Welland asked about the change of use for the Communal Lounges. Sharon replied a more in depth consultation would need to be carried out for consideration by the Councillors. We would need to look at the usage of the Lounges in the schemes to identify if a better could be found.

Helen informed the meeting that many activities had been arranged in the lounge but have been very poorly supported. Tenants can go to Ibstock House, on Dial- a- ride to partake in any of the activities there.

Cllr Brunner asked the tenants to think constructively, on what needs to be taken back to Councillors.

Mike Chawner felt the tenants should take on board what has been said, especially about the local lettings plans and the Communal Lounge, if any of you have thoughts on further use for the lounge make your thoughts known. He advised them to read the documents.

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Margaret Welland was very upset about the decision, and felt over the years that she has lived in Chiltern House it has been neglected and this will now get worse.

Cllr Brunner and Cllr Clayton outlined some of the positive that have been carried out around Chiltern House recently, such as the joint garden project with 'Your Ideas' group, new paving in the front of the blocks, new flooring in three blocks, with the rest of the blocks to be completed within the next few months.
Trees taken down from the back garden.

Mike Chawner said to the group that he thought the Council were trying to be forward thinking, by trying to meet DDA standards, as best as they can, with reasonable adjustments, and the resources they have.

He felt by putting the Sheltered Schemes into the A.B.C categories would enable officers, at a future date, to work on categories separately if needed.

He advised the group to be involved with the Local letting plan and the criteria, and think about what is important to them, and to speak to their Councillors who can advise them as well.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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8th September 2010

QUARTERLY PERFORMANCE MONITORING REPORT
QUARTER 1, 2010/11 – PERIOD ENDING JUNE 2010

Relevant Portfolio Holder	Cllr M Braley
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 This report provides Members with an opportunity to review the Council's performance for quarter 1 of the 2010/11 financial year and to comment upon it.

2. RECOMMENDATIONS

- 2.1 **The Committee is asked to RESOLVE that**

subject to member's comments, the update on key performance indicators for the period ending June 2010 be noted.

3. BACKGROUND

- 3.1 The National Indicator (NI) set was introduced with effect from 1 April 2008 and became the only indicators that public authorities are required to report on to central Government. Figures collected for 2008/09 formed the baseline for future reporting. 27 national indicators are included in the Local Area Agreement for Worcestershire of which 12 are district indicators.
- 3.2 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows our current and historic performance against selected national indicators and local performance indicators.

4. KEY ISSUESBasis of Quarterly Reporting

- 4.1 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.

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- b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.
 - c) Continuing to monitor selected National Indicators and retained Best Value Performance Indicators (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.
- 4.2 Member involvement in monitoring performance will continue during the 2010/11 reporting year with quarterly performance updates.

Corporate Performance Report

- 4.3 The corporate performance report compares the year to date outturn with the same period last year and shows those indicators which are included in the Council Plan and whether they have improved, declined and remained static in performance.
- 4.4 In total, data has been provided for 25 indicators for quarter 1. Of these, 15 have improved in performance and 8 have declined compared to the same quarter last year. In addition there are 2 indicators which have remained static, but they are both currently at optimum performance and as such no improvement is possible.
- 4.5 This report shows that of the 25 indicators reported this quarter, 60% have improved when compared to the same period last year. By way of example:
- NI 181 - the time taken to process Housing Benefit / Council Tax Benefit new claims and change events has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 3.56 days compared to the same period last year;
 - NI 016 – serious acquisitive crime rate has fallen when compared to the same period last year, reducing by 35 offences;
 - NI 155 – number of affordable homes delivered (gross) has improved with 22 properties being delivered for quarter 1 2009/10 compared to 19 properties for the same quarter this year.
 - EC 005 – number of visitors to Abbey Stadium and Hewell Road Swimming Pool has increased by 11,002 compared to the same period last year.

REDDITCH BOROUGH COUNCIL

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- EC 008 - number of visitors to the Museum and Bordesley Abbey Visitors Centre has increased by 2150 visitors when compared to the same period last year.
- EC 015 - number of visits to Arrow Valley Countryside Centre has increased by over 25,700 when compared to the same quarter last year.

4.6 There are also indicators which are highlighted as areas for concern:

- BV 012 – the number of working days / shifts lost to the Local Authority due to sickness absence per full time equivalent staff member has increased from 1.83 days to 2.41 days when compared to the same period last year; should sickness continue at this rate for 2010/11 the annual outturn would be 9.64 days;
- NI 015 – serious violent crime rate has increased by 36% when compared to the same period last year;
- BV 079b (i) – amount of housing benefit (HB) overpayments recovered as a percentage of all HB overpayments has dropped by 6.45 percentage points when compared to the same period last year from 76.38% to 69.93%.

5. FINANCIAL IMPLICATIONS

5.1 Poor financial performance will be detrimental to any Council assessment and overall performance. Specific financial indicators included in the 2010/11 set are listed below:

- NI 181 – time taken to process housing benefit / council tax benefit new claims and change events;
- 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;
- BV 79b (i) – the amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments.

6. LEGAL IMPLICATIONS

6.1 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, but are not all applicable to Redditch Borough Council.

REDDITCH BOROUGH COUNCIL

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7. POLICY IMPLICATIONS

- 7.1 The Council's current Council 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. Appendix 1 reports on the 2010/11 performance indicators contained within the Council Plan.

8. COUNCIL OBJECTIVES

- 8.1 The performance data contained in the attached report relates directly to all the Council's priorities and objectives.

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

10. CUSTOMER IMPLICATIONS

- 10.1 Information contained in the attached appendix will be communicated to both internal and external customers via the intranet/Internet following resolution at committee.

- 10.2 Additional customer service performance indicators have been added for 2010/11:

- WMO 011 – Percentage of calls resolved at first point of contact;
- WMO 012 – Percentage of calls answered (switchboard and contact centre);
- WMO 013 – Average speed of answer (seconds);
- WMO 014 – Number of complaints received;
- WMO 015 – Number of compliments received.

Performance for these indicators can be found in Appendix 1

- 10.3 Enhanced performance will assist to improve customer service.

REDDITCH BOROUGH COUNCIL

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11. EQUALITIES AND DIVERSITY IMPLICATIONS

- 11.1 There are two performance indicators included in the 2010/11 corporate set which relate to equality and diversity. These indicators are both performing well with the number of racial incidents recorded (BV 174) improving and the percentage of recorded incidents resulting in further action (BV 175) remaining at 100%.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

- 12.1 Performance indicators would form part of any assessment of a services value for money along with financial information and customer feedback.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

- 13.1 There are a total of 4 performance indicators that relate to air quality and climate change within the list of National Indicators all of which are included in the corporate set. These indicators are all reported annually.

- NI 185 – Percentage reduction in CO₂ from Local Authority operations;
- NI 186 – Per capita reduction in CO₂ emissions in the local authority area;
- NI 188 – Planning to adapt to climate change and,
- NI 194 – Air quality – percentage reduction in NO_x and primary PM₁₀ emissions through local authority's estate and operations.

14. HUMAN RESOURCES IMPLICATIONS

- 14.1 The performance indicator set includes BV 012 which reports on the number of working days / shifts lost to the local authority due to sickness absence per full time equivalent staff member. Quarter 1, 2010/11 shows an increase in the amount of time lost due to sickness absence compared to the same period last year.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

- 15.1 Performance management implications are detailed within this report at Appendix 1.

REDDITCH BOROUGH COUNCIL

**EXECUTIVE
COMMITTEE**

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**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

16.1 There are a number of performance indicators relating to community safety in the 2010/11 corporate indicator set.

- NI 15 – Serious violent crime rate;
- NI 16 – Serious acquisitive crime rate;
- NI 17 – Perceptions of anti-social behaviour and
- NI 21 – Dealing with local concerns about anti-social behaviour and crime issues by the local council and police;
- NI 27 – Understanding of local concerns about anti-social behaviour and crime issues by the local council and police and,
- NI 41 – Perceptions of drunk or rowdy behaviour as a problem
- CS 002 – Total British Crime Survey crimes.

Performance for these indicators can be seen in Appendix 1.

17. HEALTH INEQUALITIES IMPLICATIONS

17.1 None specific

18. LESSONS LEARNT

18.1 Any lessons learnt in the course of carrying out performance management of the Council are communicated to the organisation via the Performance Management Group.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

19.1 The performance indicators are based on the corporate priorities upon which the public are consulted.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	YES at Portfolio Holders Briefing
Chief Executive	YES at CMT
Executive Director (S151 Officer)	YES at CMT
Executive Director – Leisure, Cultural, Environmental and Community Services	YES at CMT
Executive Director – Planning & Regeneration, Regulatory and Housing Services	YES at CMT
Director of Policy, Performance and Partnerships	YES
Head of Service	N/A
Head of Resources	YES at CMT
Head of Legal, Equalities & Democratic Services	YES at CMT
Corporate Procurement Team	NO

21. WARDS AFFECTED

All wards

22. APPENDICES

Appendix 1 Quarter 1, 2010/11 Corporate Performance Report.

23. BACKGROUND PAPERS

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

AUTHOR OF REPORT

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 Tel: (01527) 64252 ext 3182

Corporate Performance Report
Quarter 1, 2010/11 - Period Ending June 2010

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 1 (April - June) 2010/11; the data relates to a year to date comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Areas of Highest Need (AOHN)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
		%		%		%		%		%		%
Total number of corporate performance indicators providing outturn data for quarter 1	6		14		0		0		5		25	
Total number of indicators showing improvement compared to the same period last year ☺	3	50.0%	9	64.3%	NO OUTTURNS EXPECTED THIS QUARTER		NO OUTTURNS EXPECTED THIS QUARTER		3	60.0%	15	60.0%
Total number of indicators showing a decline compared to the same period last year ☹	3	50.0%	4	28.6%					1	20.0%	8	32.0%
Total number of indicators showing no change compared to the same period last year** 😐	0	0.0%	1	7.1%					1	20.0%	2	8.0%

** Both indicators showing no change are currently at optimum performance and as such, no improvement is possible

Key Findings for Quarter 1

This report shows that of the 25 indicators reported this quarter, 60% have improved when compared to the same period last year. By way of example, the time taken to process Housing Benefit / Council Tax Benefit new claims and change events (NI 181) has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 3.56 days compared to the same period last year. Likewise, serious acquisitive crime rate (NI 16) has fallen when compared to the same period last year, reducing by 35 offences.

However there are also indicators which are highlighted as areas for concern; BV 012, the number of working days / shifts lost to the Local Authority due to sickness absence per full time equivalent staff member has increased from 1.83 days to 2.41 day compared to the same period last year. In addition, the amount of housing benefit (HB) overpayments recovered as a percentage of all HB overpayments (BV 079b (i)) has dropped by 6.45 percentage points when compared to the same period last year from 76.38% to 69.93%.

Additional Information

A total of 18 performance indicators were included in the Place Survey which was to be carried out every 2 years. A recent announcement has been made by Grant Shapps, Minister for Housing and Local Government that this survey is to be abolished. In addition to the Place Survey, two Worcestershire Viewpoint surveys (VS) have been undertaken, and although the methodology is slightly different, the same questions were used providing a proxy outturn for the indicators contained in the PS. As the PS has been abolished, the outturn for the PS indicators are to be proxy indicators for the VP survey which is held bi-ennially. Proxy indicators are shown in the report with a (P) after the outturn.

A new column has been added to this report showing the most recent benchmarking data where it is available. These benchmark figures have been collated by taking the **best outturn** from a list of our 'nearest neighbours'. The nearest neighbour list is put together by CIPFA (Chartered Institute of Public Finance & Accountancy) and contains a list of authorities which most closely match the characteristics of Redditch. The benchmark for BV 008 (percentage of invoices paid) and BV 012 (sickness absence) is no longer available nationally, therefore we have taken the best outturn for Worcestershire as a benchmark for these indicators.

Corporate Performance Report
Quarter 1, 2010/11 - Period Ending June 2010

Areas of Highest Need is a new project and performance indicators are currently in development. The challenge is disaggregating the information into a very small geographical area (Lower Super Output Area). It is expected that data for these indicators will be available from quarter 2 (Jul - Sep), 2010.

The table below shows a key to terms and symbols used throughout this report.

<u>Key to Terms and Symbols</u>			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺☹	Data is provisional	*
No data available for the period	#	To be confirmed	TBC
Not applicable for this indicator/period	NA		
		Place Survey	(P)
		Recovery plan in place	(RP)
		Lower Super Output Area	LSOA
		West Midlands	WM

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	16.16	12.6	☺	12 days	5	17.70	13.40	Target not met - some staff shortages due to illness and bereavement - some changes planned to improve how work distributed
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	76.38%	69.93%	☹	80.00%	NA	65.24%	75.99%	Slight improvement on Quarter 4 last year, where Housing Benefit overpayments identified increased 2.30% and recovery increased by 2.39%. The Housing Benefit Overpayment Officer has been sorting out and making efforts to recover some of the older debts.
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	93.60%	93.32%	☹	95.00%	98.24%	91.62%	93.55%	No change from previous quarters, maintaining - will improve with roll out of automated system
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	1.83	2.41	☹	9.02	9.02	9.60	9.02	Increase in sickness from previous quarter, and when compared to the same quarter in 2009/10.
Customer services - percentage of enquiries resolved at first point of contact	WMO 011	NA	94.98%	NA	90%	NA	NA	NA	Not all enquiries were logged on the CRM but we are moving towards getting all enquiries logged from August 2010.
Customer services - percentage of calls answered (switchboard and contact centre)	WMO 012	NA	77.74%	NA	80%	NA	NA	NA	These figures are total number of calls to switchboard and contact centre, as this is a new indicator no comparative data is available, and we will see improvement against the target during the year.
Customer services - average speed of answer (seconds)	WMO 013	NA	15.0	NA	20 secs	NA	NA	NA	These are calls which are answered by operator and does not include calls a customer pins in the extension for themselves
Number of complaints received	WMO 014	21	17	☺	Contextual measure	NA	NA	83	There have been 5 more complaints since the last quarter, but 4 less complaints when compared to the same quarter for 2009/10.
Number of compliments received	WMO 015	56	75	☺	Contextual measure	NA	NA	287	There have been fewer compliments when compared to the last quarter, but more compliments received this quarter when compared to the same quarter last year 2009/10.

Key to Terms and Symbols		
	+ve	(P)
Improving performance compared to same period last year	☺	Place Survey
Worsening performance compared to same period last year	☹	Recovery plan in place
No change in performance compared to same period last year	☹	Lower Super Output Area
No data available for the period	#	West Midlands
Not applicable for this indicator/period	NA	

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
% of people who believe people from different backgrounds get on well together in their local area (Viewpoint Survey)	NI 001	NA	Viewpoint Survey	NA	+ve	81.90%	72% (P)	71.7%	Bi-ennial indicator (May and November - 3 month time lag)
Serious violent crime rate	NI 015	0.19	0.28	☹	0.98	NA	0.57	0.98	Although NI 15 rates have decreased by 7.5% compared to last quarter, this is only a decrease of two offences on what was one of the highest quarters of the last year. When compared to the same quarter of last year, rates have increased by 70.8% (9 offences more). Although volumes are small, it appears that we are starting this year with a much greater rate of offences compared to last year, with more than 1.5 times the number of offences this quarter compared to the same quarter last year. Therefore as rates remain high and decreases in volume are only slight, assessment remains red. On a positive note, MSFG rankings have moved in line with peers, and the year to date figures are in line with last year.
Serious acquisitive crime rate	NI 016	2.94	2.50	☺	11.50	NA	12.93	11.51	There has been an increase of 20% in the volume of offences between Q4 09/10 and Q1 10/11, with figures rising by 33 offences from 165 to 198 offences in Q1 10/11. However, Q4 09/10 was the lowest of the entire year by 68 offences, and Q1 10/11 is lower than any other quarters throughout the year. In fact, compared to Q1 09/10, there is a difference of 35 offences, representing a 15% reduction compared to the same time last year. In the light of all factors, assessment remains green.
Perceptions of anti-social behaviour (Viewpoint Survey)	NI 017	NA	Viewpoint Survey	NA	19.5% by 2011	13.6	21.1% (P)	12.9%	Bi-ennial indicator (May and November - 3 month time lag)
Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (Viewpoint Survey)	NI 021	NA	Viewpoint Survey	NA	30.1% by 2011	30.8	24.8% (P)	30.5%	Bi-ennial indicator (May and November - 3 month time lag)
Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (Viewpoint Survey)	NI 027	NA	Viewpoint Survey	NA	+ve	28.5	25.1% (P)	31.6%	Bi-ennial indicator (May and November - 3 month time lag)
Perceptions of drunk or rowdy behaviour as a problem (Viewpoint Survey)	NI 041	NA	Viewpoint Survey	NA	-ve	20.5	30.8% (P)	23.9%	Bi-ennial indicator (May and November - 3 month time lag)
Number of affordable homes delivered (gross)	NI 155	19	41	☺	64	250	10	111	A very good start to 2010/11. Had 34 rented units at Windsor Road. All affordable units have been delivered. Also 7 reported completions (Orbit HA) on same site on HomeBuy Direct
Residual household waste per household (kg)	NI 191	147.56	159.71	☹	570kg	480	566.74	574.93	Estimated figure used to calculate some 'bring bank' tonnages

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Percentage of household waste sent for reuse, recycling and composting	NI 192	28.22%	23.06%	☹️	30%	51.91%	31.43%	28.30%	Estimated figure used to calculate some 'bring bank' tonnages and a high reject rate of 20% used for whole quarter - likely to be lower but recommendation from WCC is that we work on this for now This indicator is collected 3 times per year with first data available during quarter 2. This indicator is collected 3 times per year with first data available during quarter 2. This indicator is collected 3 times per year with first data available during quarter 2. This indicator is collected 3 times per year with first data available during quarter 2. This indicator is collected 3 times per year with first data available during quarter 2. This indicator is collected 3 times per year with first data available during quarter 2. This indicator is collected 3 times per year with first data available during quarter 2. Continue to receive reports from a variety of sources i.e. direct calls in, visits to One Stop Shops and online. Additional publicity last qtr may have led to increase in reports in this period
	NI 195(a)	NA	N/A	NA	6%	0%	5%	8%	
	NI 195(b)	NA	N/A	NA	25%	1%	11%	26%	
	NI 195(c)	NA	N/A	NA	2%	0%	1%	2%	
	NI 195(d)	NA	N/A	NA	0%	0%	0%	0%	
Improved street and environmental cleanliness - levels of litter	NI 196	NA	N/A	NA	Level 1	1	2	1	
Improved street and environmental cleanliness - levels of detritus	BV 174	6.35	10.16	☺️	Contextual measure	NA	12.56	23.88	
Improved street and environmental cleanliness - graffiti	BV 175	100%	100%	☹️	Contextual measure	NA	100%	100%	
Improved street and environmental cleanliness - fly-posting	CS 002	935	831	☺️	Contextual measure	NA	3,690	3,469	
Improved street and environmental cleanliness - fly tipping (Level 1 - Good, Level 4 - Poor)	WMO 016	8,416	8,574	☺️	34,330	NA	NA	33,930	
The number of racial incidents recorded by the authority per 100,000 population	WMO 017	4,733	4,096	☹️	19,238	NA	NA	19,238	
The percentage of racial incidents that resulted in further action	CG 001	NA	Annual	NA	Baseline year	NA	NA	NA	
Number of British Crime Survey Comparator crimes reported	CG 002	NA	Viewpoint Survey	NA	Baseline year	NA	NA	NA	
Number of people using the Dial-A-Ride service	EC 005	67,071	78,073	NA	296,903	NA	NA	291,081	
Number of people using the Shopmobility service									
Morton Stanley Park - number of visitors to the festival									
Satisfaction with parks and open spaces (%)									
Number of visitors to the Abbey Stadium and Hewell Road Swimming Pool									

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of visitors to the Palace Theatre	EC 006	12,893	13,540	NA	45,756	NA	NA	44,857	Introduction of on line booking and payment and increased promotional material is expected to increase attendances at the Palace Theatre
Number of visitors to leisure centres	EC 007	130,615	131,720	NA	576,460	NA	NA	565,157	Increase from previous month due to special events at Abbey Stadium. Youth Sports Festival and Schools Athletics Events
Number of visitors to the Museum and Bordesley Abbey Visitors Centre	EC 008	5,200	7,350	☺	15,369	NA	NA	15,068	Increase from same period in 09/10 due to increase in event attendances. 2000 attendees for Farm Day, and additional 200 for Medieval Festival.
Number of over 60's swimming usage	EC 009	1,967	2,704	NA	9,176	NA	NA	8,996	Increase in June due to May closures at Kingsley for essential maintenance (led to reduction in figure for May)
Number of under 16's swimming usage	EC 010	6,955	4,804	NA	23,667	NA	NA	23,203	Increase in June due to May closures at Kingsley for essential maintenance (led to reduction in figure for May)
Attendance at community events	EC 011	10,414	14,714	☺	43,248	NA	NA	42,400	Increase on previous year by 4300 attendances due to the warmest spring since records began. No events for this period were cancelled due to poor weather conditions.
Attendance at community centres	EC 012	41,969	50,349	☺	154,683	NA	NA	151,650	Increase of 8380 compared with previous year due to increase in hires. Four new regular hires from April 10.
Attendance at sports development sessions	EC 013	#	18,095	NA	60,935	NA	NA	59,741	Increase on previous month due to special events. Youth Sports Festival 2000 people.
Attendance at arts development sessions	EC 014	2,105	3,210	NA	10,048	NA	NA	9,851	Slight decrease in June due to event programming
Number of visits to Arrow Valley Countryside Centre	EC 015	81,000	106,717	☺	341,726	NA	NA	335,025	Increase by 25717 through visitor attendance at Centre and attendance at events due to weather conditions

Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	Data is provisional	*
No data available for the period	#	To be confirmed	TBC
Not applicable for this indicator/period	NA		
		Place Survey	(P)
		Recovery plan in place	(RP)
		Lower Super Output Area	LSOA
		West Midlands	WM

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Perceptions of anti-social behaviour (Place Survey)	NI 017 H	NA	Viewpoint Survey	-ve	TBC	NA	NA	39.0%	Bi-ennial indicator (May and November - 3 month time lag)
Assault with injury crime rate	NI 020 H	NA	#	-ve	TBC	NA	NA	NA	This is a new project targeted at a specific LSOA in Winyates. Baseline data is currently being disaggregated and area specific targets set. Backdated information will be provided once data is available.
Rate of hospital admissions per 100,000 for alcohol related harm	NI 039 H	NA	#	-ve	TBC	NA	NA	NA	Due to the complexities of this indicator officers are currently investigating it's validity as information is proving difficult to access at such a local level.
Per capita reduction in CO2 emissions in the LA area	NI 186 H	NA	Annual	-ve	TBC	NA	NA	NA	The Warmer Worcestershire project, and ongoing promotion of insulation grants will encourage residents to take up the offer of free home loft and cavity wall insulation if eligible; or for subsidised insulation offers (currently at £85). This will both reduce fuel bills for residents and also reduce heat loss, resulting in lower carbon emissions. Promotional material is currently being drafted.
Improved street and environmental cleanliness - litter	NI 195(a) H	NA	NA	-ve	TBC	NA	NA	NA	This indicator is collected 3 times per year with first data available during quarter 2.
Incidents of criminal damage to all residential properties	SA 001a	NA	#	-ve	TBC	NA	NA	NA	This is a new project targeted at a specific LSOA in Winyates. Baseline data is currently being disaggregated and area specific targets set. Backdated information will be provided once data is available.
Incidents of criminal damage to local authority residential properties	SA 001b	NA	#	-ve	TBC	NA	NA	NA	This is a new project targeted at a specific LSOA in Winyates. Baseline data is currently being disaggregated and area specific targets set. Backdated information will be provided once data is available.

Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺☹	Data is provisional	*
No data available for the period	#	To be confirmed	TBC
Not applicable for this indicator/period	NA		
		Place Survey	(P)
		Recovery plan in place	(RP)
		Lower Super Output Area	LSOA
		West Midlands	WM

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Total tonnage of CO2 emissions from Local Authority operations	NI 185 (a)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	3,637	TBC	This is an annual indicator. Q4 2009/10 outturn is currently unavailable as awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of August 2010 (RP)
CO2 reduction from Local Authority operations previous 12 months (April - March)	NI 185 (b)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	NA	TBC	This is an annual indicator. Q4 2009/10 outturn is currently unavailable as awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of August 2010 (RP)
Per capita reduction in CO2 emissions in the LA area	NI 186	Annual	Annual	NA	3% reduction	8.1	#	#	This is an annual indicator. Quarter 4 2009/10 shows - 2008/9 data onwards expected 2010/11. To the best of our knowledge we are on target to achieve a 0.3% reduction in 08/09 and 0.6% reduction borough wide in 09/10 (note this is the local reduction required, national initiatives also contribute therefore the actual target for the borough is 3% year on year reduction in emissions. Economic downturn likely to result in reduced emissions. 2006 (7.7T/cap), 2007 (7.4T/cap)
Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)	NI 188	Annual	Annual	NA	2	1	0	1	This is an annual indicator. Quarter 4 2009/10 shows - This is on target, and Level 1 has been achieved.
Air quality - total NOx and PM10 emitted through local authority estate and operations	NI 194(a)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	8,787	TBC	This is an annual indicator. Q4 2009/10 outturn is currently unavailable as awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of August 2010 (RP)
Air quality - % reduction in NOx and PM10 emitted through local authority's estate and operations for previous 12 months (April - March)	NI 194(b)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	NA	TBC	This is an annual indicator. Q4 2009/10 outturn is currently unavailable as awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of August 2010 (RP)
Percentage who people who agree that the Council provides value for money (Viewpoint Survey)	WMO 018	NA	Viewpoint Survey	NA	+ve	NA	35% (P)	35.6%	It is concerning that only 35.6% of the public think the Council provides value for money. This is an area of focus for 2010/11 and will be addressed through shared services and procurement.
Percentage of people who are satisfied with the way the Council runs things (Viewpoint Survey)	WMO 019	NA	Viewpoint Survey	NA	+ve	NA	43% (P)	47.3%	This indicator has shown an increase over the last two surveys with a 2009/10 outturn of 47.3% of people who are satisfied with the way the Council runs things. The least satisfied are 18 - 24 year old males with those aged over 65 being most satisfied.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	

<u>Key to Terms and Symbols</u>			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺☹	Data is provisional	*
No data available for the period	#	To be confirmed	TBC
Not applicable for this indicator/period	NA		
		Place Survey	(P)
		Recovery plan in place	(RP)
		Lower Super Output Area	LSOA
		West Midlands	WM

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of households living in temporary accommodation	NI 156	8	7	☺	15	0	10	7	Remains the same as last quarter which is well within the government set target of 15
Processing of major planning applications determined within 13 weeks	NI 157(a)	100.00%	100.00%	☺	97%	100%	93.75%	100%	Static - has remained at 100% now for last 7 quarters
Processing of minor planning applications determined within 8 weeks	NI 157(b)	93.33%	100.00%	☺	93%	100%	90.41%	95.24%	All applications determined within 8 weeks, improvement from the last 2 quarters
Processing of other planning applications determined within 8 weeks	NI 157(c)	100.00%	88.10%	☹	96%	100%	97.83%	98.16%	5 applications determined out of time, 4 within 8-13 weeks and 1 within 13 weeks or more
New business registration rate (per 10,000 population)	NI 171	Annual	Annual	NA	4 more than WM rate	68.8	50.9	51.4	Annual indicator
% of small businesses in an area showing employment growth	NI 172	Annual	Annual	NA	2% points above WM rate	15.90%	15.90%	#	Annual indicator
Average time taken to relet local authority housing (days)	BV 212	29.10	18.54	☺	24 days	NA	27.46	NA	Performance has improved due mainly to the repairs and maintenance (R&M) supervisors and team prioritising work more effectively and finding more efficient ways of working. Additionally liaison between tenancy, R&M and Housing Options has improved which enables more discussion to prevent potential hold ups.
Business events per annum	EC 004	NA	Annual	NA	2	NA	NA	NA	In May 2010 the 'Redditch Business Expo' was held in Redditch
Number of vacant units in Town Centre	EC 016	NA	Annual	NA	TBC	NA	NA	NA	For this indicator the Town Centre is defined within the Borough of Redditch Local Plan No.3 and these boundaries should be used for any monitoring purposes. As part of PPS4: Planning for Sustainable Economic Growth monitoring planning policy will be carrying out town centre health checks to include the above indicator. This will be commenced this September and then monitored on an annual basis. Please note however Redditch Borough Council have no control of vacant units within the Kingfisher Centre.

Key to Terms and Symbols			
	Positive Trend	+ve	(P)
Improving performance compared to same period last year	☺		Place Survey
Worsening performance compared to same period last year	☹	-ve	Recovery plan in place
No change in performance compared to same period last year	☺	*	Lower Super Output Area
No data available for the period	#	TBC	West Midlands
Not applicable for this indicator/period	NA		

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**

8th September 2010

QUARTERLY BUDGET MONITORING: APRIL - JUNE QUARTER

Relevant Portfolio Holder	Cllr M Braley
Relevant Head of Service	Teresa Kristunas
Non-Key Decision	

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 first quarter of 2010/11.

2. RECOMMENDATIONS

The committee is asked to RESOLVE that

subject to any comment, the report be noted.

3. BACKGROUND

The Council set its base budget for 2010/11 on the 22nd February 2010. This included budget savings which were approved on 6th April 2009, the detailed savings for 2010/11 are included in Appendix 1. In addition to this there is a sum of £200k built into the base budget for vacancy/turnover savings.

4. KEY ISSUES

- 4.1 Appendices 2 and 3 detail the projected turnover variances as at the end of the first quarter. The budget for 2010/11 includes £350k for vacancy /turnover savings.
- 4.2 The savings detailed within Appendices 2 and 3 may fluctuate during the year particularly where they relate to vacant posts. Any movements on these will be reflected in future monitoring reports.
- 4.3 The projected variances for General Fund at the end of the first quarter are savings of £283,100.
- 4.4 Appendix 4 details savings achieved at the end of the first quarter against the target of £1,153.9k.

REDDITCH BOROUGH COUNCIL

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- 4.5 At the end of June savings of £283.1k have been identified against the target of £1,153.9k. 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. Additional work needs to be carried out to calculate the savings from the Single Management Team.
- 4.6 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 2010 stood at £1.925million.

5. FINANCIAL IMPLICATIONS

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.

6. LEGAL IMPLICATIONS

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.

7. POLICY IMPLICATIONS

None Specific – information only.

8. COUNCIL OBJECTIVES

The report is required to ensure that the authority is managing its budgets effectively and to ensure that Members are aware of any unexpected expenditure and effects on Council's balances during the year. This is part of a Well Managed Organisation.

**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

- 9.1 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.

REDDITCH BOROUGH COUNCIL

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9.2 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.

10. CUSTOMER IMPLICATIONS

None Specific

11. EQUALITIES AND DIVERSITY IMPLICATIONS

None Specific

**12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET
MANAGEMENT**

None Specific

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

None Specific

14. HUMAN RESOURCES IMPLICATIONS

None Specific

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None Specific

**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

None Specific

17. HEALTH INEQUALITIES IMPLICATIONS

None Specific

18. LESSONS LEARNT

None Specific

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19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

None Specific

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	N/A

21. WARDS AFFECTED

All Wards

22. APPENDICES

- Appendix 1 Budget savings approved on 6th April 2009
Appendix 2 Quarterly Monitoring Directorate Summary April – June 2010
Appendix 3 Explanations for projected variances

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Appendix 4 Budget savings – position as at end of second quarter
2010/11

23. BACKGROUND PAPERS

Council Minutes 6th April 2009 and 22nd February 2010.

AUTHOR OF REPORT

Name: Sam Morgan
E Mail sam.morgan@redditchbc.gov.uk
Tel: (01527) 64252 extn 3790

Budget Savings approved 6th April 2009

Description	2010/11 £'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
Arrow Valley Countryside Centre	24.0
Pay Award	120.0
Property Services	10.3
Licensing Officer	13.3
Cllrs Personal Budgets	16.5
INCOME	
Forge Mill	10.0
Private Sector Lifeline to breakeven	28.4
Car parking (Town Hall/Trafford Park)	22.0
Dial- a- Ride	10.0
Arrow Valley Countryside Centre	10.0
Subject to ongoing monitoring -	
Pitcheroak Golf Course	56.9
Shared Services	290.0
Vacancy Management	125.0
REDI	160.0
Printing	52.0
Procurement	70.0
Committee Services	14.0
Benefits Subsidy	100.0
Community Meeting Rooms	61.0
Support Service Costs	25.0
Total savings/additional income	1,370.3

Executive Committee

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Quarterly Monitoring Directorate Summary April - June 2010

Directorate	A Budget £	B Profiled YTD Budget £	C YTD Actuals £	D Commitments £	E (C+D) Actual + Commitments £	F (B - E) Variance to Date £	Projected Outturn £	Projected Variance £
Chief Executive	14,480	3,636	(26,855)	42,630	15,775	12,139	6,400	(8,080)
Leisure, Culture, Environment and Community	9,404,350	2,717,867	1,869,252	415,262	2,284,514	(433,353)	9,362,083	(42,267)
Planning, Regeneration, Regulatory and Housing	2,315,110	469,745	55,778	188,490	244,268	(225,477)	2,244,340	(70,770)
Finance and Corporate Resources	3,263,440	(2,170,707)	(2,568,683)	93,449	(2,475,234)	(304,527)	3,221,797	(41,643)
Policy, Performance and Partners	166,830	41,649	(3,020)	31,236	28,215	(13,434)	166,830	0
Total:	15,164,210	1,062,190	(673,528)	771,067	97,538	964,652	15,001,450	(162,760)
Housing Revenue Account	(146,000)	(369,000)	(200,000)	0.00	(200,000)	169,000	(200,000)	(30,000)
HRA Repairs	0	0	28,290	0	28,290	28,290	30,000	30,000
Total:	(146,000)	(369,000)	(171,710)	0	(171,710)	197,290	(170,000)	0

Executive**Appendix 3**

Committee

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Budget Monitoring Apr – Jun 2010
Explanations for projected outturn variances

Chief Executive Directorate**CE Head of Paid Service**

Cost Centre	Description	Variance £	Explanation
0114	PA & Directorate Support	(8,080)	Qtr year salary saving due to secondment – now back in post

Total	Chief Executive Directorate	(8,080)	
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Executive Director of Leisure, Environment & Community Services**Head of Community Services**

Cost Centre	Description	Variance £	Explanation
0705	Shopmobility	10,798	Town Centre Management have reduced grant to RBC & charged for electricity
0780	Anti-Social Behaviour	(8,158)	Vacant post

Head of Environmental Services

Cost Centre	Description	Variance £	Explanation
0151	L'Scape & Cntryside/Waste Management	(12,436)	Staff vacancy
0143	Environmental Service Management	(19,051)	Staff vacancies (now being covered by agency/fixed term staff)
0717	Garden Waste Collection	(10,780)	Pilot scheme introduced in April – income received

Total	Leisure, Environment & Community	(42,267)	
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Executive Director of Planning & Regeneration, Regulatory & Housing Services**Head of Housing & Community**

Cost Centre	Description	Variance £	Explanation
0189	Hsg Capital	(14,007)	Vacant post
0482	St Davids Hse Canteen	6,295	Social Services reduced funding

Head of Planning & Regeneration

Cost Centre	Description	Variance £	Explanation
0432	Business Centres	(41,023)	Additional provision for NNDR void properties
0142	Planning Services	(23,035)	Vacant posts

Total	Planning & Ren., Regulatory & Housing	(70,770)	
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Executive Director of Finance & Corporate Resources**Head of Finance & Resources**

Cost Centre	Description	Variance £	Explanation
0106	Benefits	(11,137)	Salary savings
0606	Corporate Expenses	(10,209)	IFRS Rebate-Audit Commission
0607	Corporate Activities	5,056	Advert – Shared Services
0104	Payments	(7,355)	¼ Salary saving – post now filled
0430	M'Ment of Investment Properties	5,789	Additional costs refer to Arrow Valley Social Club
0435	Comm Related Asset Property	(23,787)	Additional provision for NNDR void properties

Total	Finance & Resources	(41,643)	
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Executive Committee

Appendix 3

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Housing Revenue Account

Cost Centre	Description	Variance £	Explanation
	Housing Repairs	30,000	Increased boiler repairs and electrical contracts
	Item 8	(30,000)	Reduced interest rates on Item 8

Total	Housing Revenue Account	(0)	
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Summary -

Total variances	£
General Fund	(156,234)
Housing Revenue Account	(6,526)
Total	(162,760)

Executive Committee

Appendix 4

8th September 2010

Position as at end of First Quarter

	Target 2010/11 £'000	Actual for 1 st Quarter 2010/11 £'000	Comments
Pitcheroak Golf Course	56.9	14.3	On track
Shared Services	290.0	-	Savings available next quarter/still awaiting further information
Vacancy Management/Outturn savings*	325.0	148.8	Monitoring in place
REDI	160.0		Will not be achieved this Financial year
Printing	52.0	-	Unlikely to be achieved.
Procurement	70.0	70.0	On track to be achieved
Committee Services	14.0	-	Not likely to be achieved.
Benefits Subsidy	100.0	35.0	On target to be achieved
Community Meeting Rooms	61.0	15.0	On track to achieve savings
Support Service Costs	25.0	-	Added to vacancy savings
*including £200k already built into base budget			
Total	1,153.9	283.1	

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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**BENEFITS IMPROVEMENT PLAN – QUARTERLY MONITORING APRIL -
JUNE 2010**

Relevant Portfolio Holder	Councillor Braley
Relevant Head of Service	Head of Finance and Resources
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To advise members on the performance of the Benefits Service during the first quarter and to provide an update on progress against the Benefits Service Improvement Plan.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

- 1) **subject to any comments, the report be noted, and**
- 2) **the secondment of the Improvement Plan Project Officer be extended until 31st March 2011, and**
- 3) **that £11,950 is allocated from the balance of Department of Works and Pensions monies received in 2008/09.**

3. BACKGROUND

- 3.1 The Benefits Service Improvement Plan was developed in response to the Audit Commission inspection in February 2009.

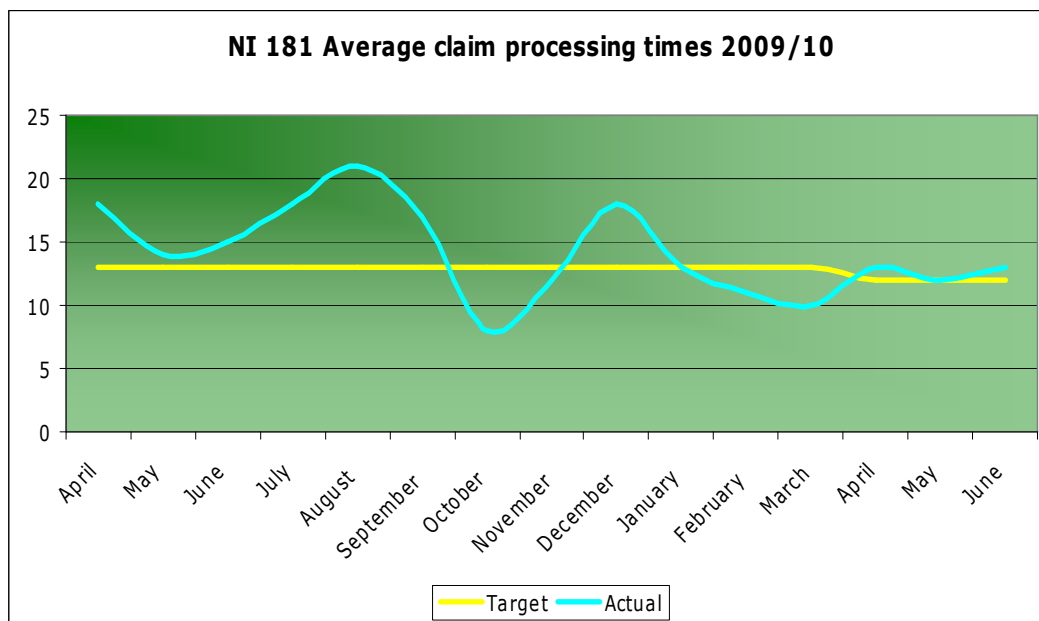
Work is progressing towards the aims of the improvement plan and the re-inspection in October 2010. The Performance Development Team (PDT) from the Department for Work and Pensions has worked with the Benefits Service to help implement the recommendations from the Audit Commission inspection. In particular improving overpayment recovery, access to the service, performance management, and developing a Take Up strategy.

4. KEY ISSUES**4.1 Claims Performance**

There is now only one national Indicator for the Benefits Service.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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- 4.2 NI 181 – this is a measure of the average number of days taken to process new claims and changes in circumstances. An average of 12 days was set as a target and the average for the quarter was 13 days. The final quarter performance was 11 days. The table below compares local performance against national data. The national data is based on monthly DWP data extractions, the latest available national data is for the third quarter of 2009/10.

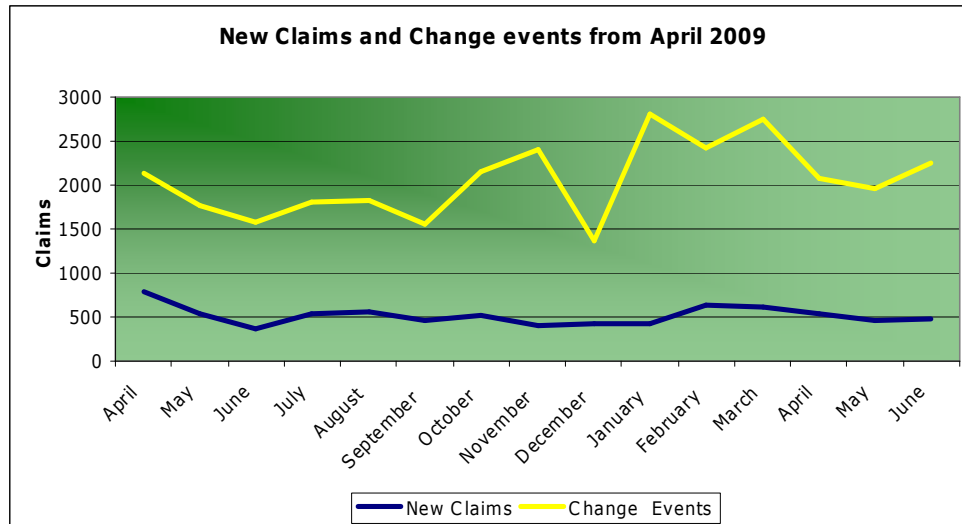
**2009/10****National average processing times**

	National Average*	RBC Quarter 1 (2010/11)	RBC YTD
Combined	11	13	13
New claims	23	21	21
Change Events	8	11	11

National average as at end of Quarter 3 2009/10 most recent data available

4.3 Case-load and Claims received

A total of 1463 new claims were received in the quarter compared to 1697 for the same quarter last year. The caseload remained relatively unchanged at 8104 from previous months but is 342 more than the corresponding period in 2009. There were further increases in the numbers of change events processed. A total of 6282 change events were worked on in the quarter compared to 5484 for the first quarter last year.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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The Benefits Services also monitors a range of other performance data including the percentage of claims decided within 14 days. The current year target is to decide 90% of claims within 14 days. Between April and June 2010 93% of new claims were dealt with within 14 days of being able to make a decision.

4.5 Overpayment recovery

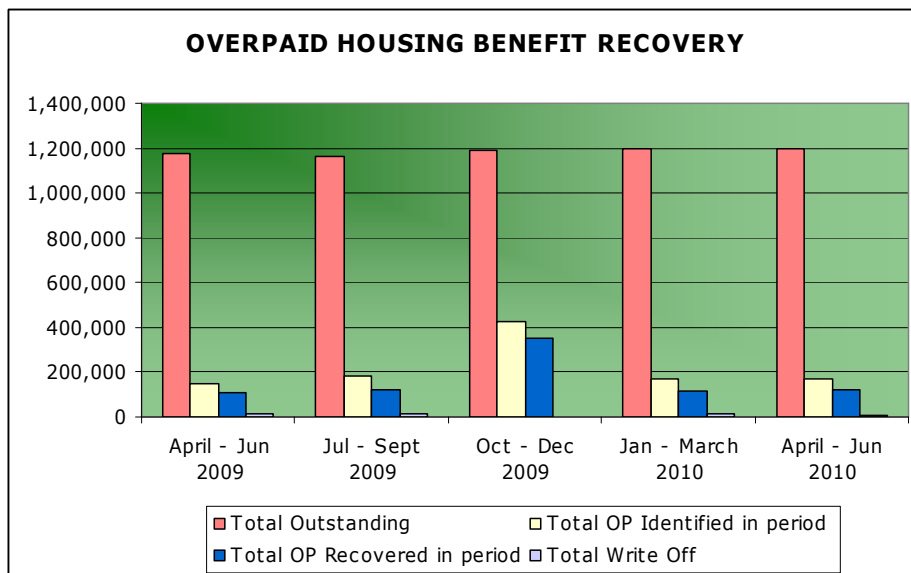
There was £1,193,867 outstanding in overpaid Housing Benefit at the beginning of the quarter. This was lower than the total at the beginning of the previous quarter but showed an increase from the same quarter last year when the total outstanding was £1,176,210. A new dedicated post to recover these overpayments started in April 2010.

4.6 New overpayments totalling £170,037 were identified and £118,913 was recovered in the quarter. This compares to £145,865 identified and £111,417 recovered in the same period last year.

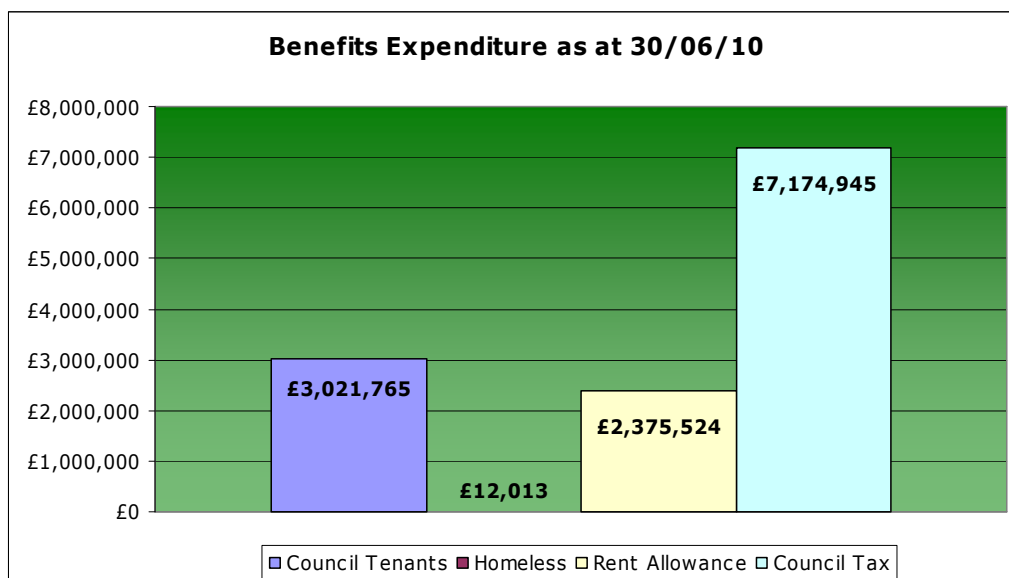
REDDITCH BOROUGH COUNCIL

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4.7 Full subsidy is payable on Local Authority Error overpayments if they remain below the 0.48 % of qualifying expenditure threshold. Only £25,018 or 0.21% of qualifying expenditure has been coded as Local Authority error. Total expenditure on Benefit payments for the first three months was £12,584,247 an increase of £979,413 compared to the same period in 2009/10.

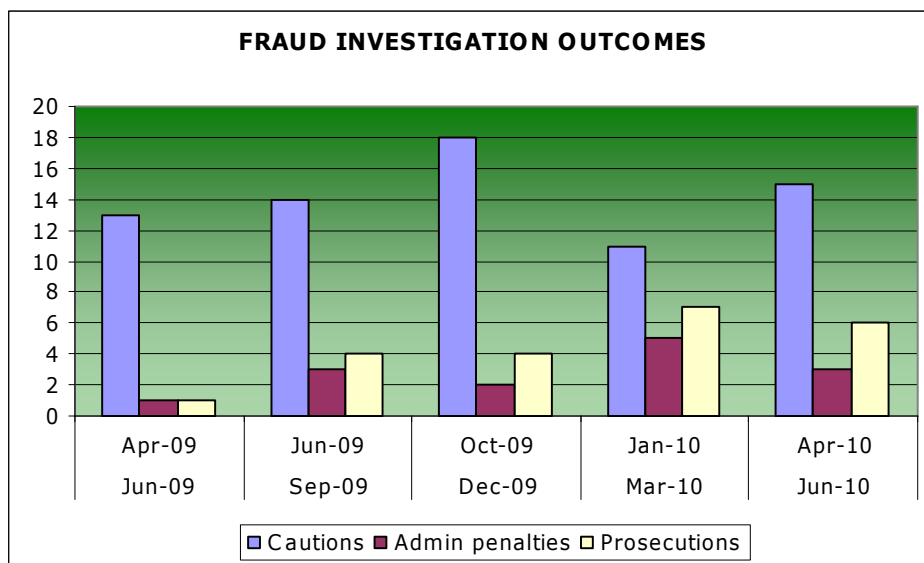


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4.8 Counter Fraud work

In the quarter 347 cases where fraud was suspected were referred to the Investigations team, and 15 Cautions and 3 Administration penalties were issued. 6 cases were identified as being suitable for prosecution. 284 home visits were also made to check that the correct level of Benefit was in payment

**Improvement plan**

4.9 Work is progressing towards the aims of the improvement plan. The Performance Development Team (PDT) from the Department of Work and Pensions worked with the Benefits Service to help implement the recommendations from the Audit Commission inspection. In particular the main areas to be improved are the management and collection of overpaid Housing Benefit, adopting a Take-Up strategy, accessibility of the service and setting challenging service standards and performance targets.

4.10 The overpayment recovery process has been mapped and a new Overpayments Officer appointed. There are signs that the recovery of debts is beginning to improve.

4.11 A Take-Up strategy has been created to help local people maximise their income. Consultation has taken place with stakeholders such as the Job Centre Plus, Age Concern and Citizens Advice Bureau. Various activities and events are scheduled to promote take-up.

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- 4.12 Service users have been asked their views on aspects of service provision and the service is working closer with voluntary and community organisations.
- 4.13 Service standards set, monitored and reported to customers – available from web site and from Customer Service Centre.
- 4.14 Detailed training plan developed to show objective of training.
- 4.15 Benchmarking exercise underway to look at value for money.
- 4.16 Equalities training for service arranged.
- 4.17 The latest position regarding the Benefits Improvement Plan has been included at Appendix 1.
- 4.18 Since November 2009 an Officer has been seconded to help with the development of the Service and with the Improvement Plan. The secondment will end in November 2010. To continue to improve the service and support the Transformation Programme due to commence November 2010 it is requested that this secondment is extended at a cost of £11,950 until the 31st March 2011. The secondment is being funded from the additional administration grant awarded to the authority from the Department of Work and Pensions in 2008/09. There is an unallocated balance of £32,500 remaining following the allocations approved by Members on 27th July 2009.

5. FINANCIAL IMPLICATIONS

There are no specific financial implications.

6. LEGAL IMPLICATIONS

There are no specific legal implications.

7. POLICY IMPLICATIONS

There are no specific policy implications

8. COUNCIL OBJECTIVES

Enterprising Community
Safe
Well Managed Organisation

REDDITCH BOROUGH COUNCIL

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**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

Without adequate performance monitoring arrangements there is a risk that the planned/required improvements in the Benefits Service will not be achieved. In addition without an effective recovery procedures for over allowed Housing Benefit the Council will forego the ability to pursue debt recovery procedures with a consequential loss of income to the Council.

10. CUSTOMER IMPLICATIONS

None identified

11. EQUALITIES AND DIVERSITY IMPLICATIONS

None identified

**12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET
MANAGEMENT**

None identified

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

None Identified

14. HUMAN RESOURCES IMPLICATIONS

None.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None identified

**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

None identified

17. HEALTH INEQUALITIES IMPLICATIONS

None identified

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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The Performance Development Team are as useful source of learning for the Benefits Service.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

The Benefits Service has worked with stakeholders to identify key service improvements and has undertaken a range of stakeholder engagements.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	YES
Chief Executive	YES
Executive Director (S151 Officer)	YES
Executive Director – Leisure, Cultural, Environmental and Community Services	YES
Executive Director – Planning & Regeneration, Regulatory and Housing Services	YES
Director of Policy, Performance and Partnerships	YES
Head of Service	YES
Head of Resources	YES
Head of Legal, Equalities & Democratic Services	YES
Corporate Procurement Team	No

21. WARDS AFFECTED

Not ward specific

22. APPENDICES

Appendix 1 – Position Statement – Benefits Service Improvement Plan

REDDITCH BOROUGH COUNCIL

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as at June 2010

23. BACKGROUND PAPERS

Audit Commission inspection report.

24. KEY

AUTHOR OF REPORT

Name: Teresa Kristunas
E Mail: teresa.kristunas@redditchbc.gov.uk.
Tel: 01527 64252 extension3295

Appendix 1

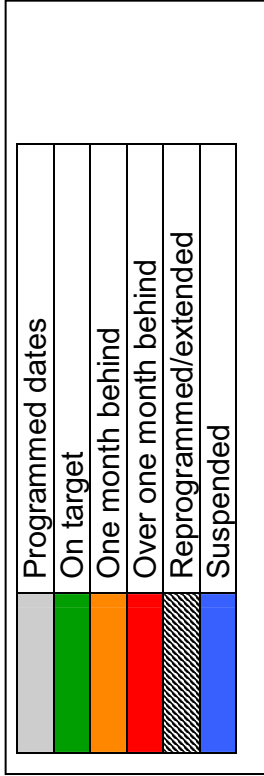
Key Objective WM8:

To produce and deliver on an Improvement Plan for the Benefits Service that delivers a Benefits Service that is responsive to customer needs

Monthly Progress Update

Owner : Head of Finance and Resources

Date: July 2010



Ref.	Action	Lead	Month												Comment / Corrective Action	
			April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
25.1 (R1)	Improve the management and collection of all Housing Benefit overpayments.															
R1d	Review the write off policies and procedure.	David Riley														Draft policy approved at the Executive Meeting of the 28/07/10. To be considered by Full Council in September.
R1h	Overall profile of the historic debt is not reported or regularly monitored.	Mandy Vernon/ Sandra Maddox														COMPLETE Regular monitoring of aged debt analysis.
25.7 (R7)	Performance Management															

Appendix 1

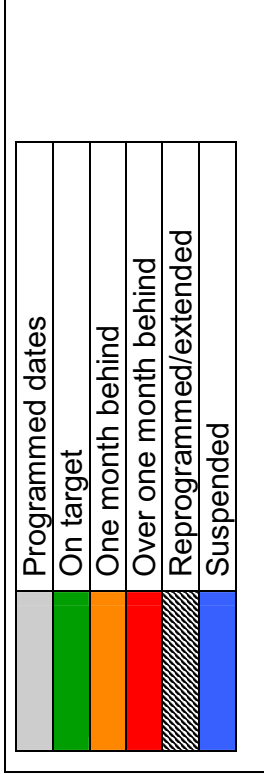
Key Objective WM8:

To produce and deliver on an Improvement Plan for the Benefits Service that delivers a Benefits Service that is responsive to customer needs

Monthly Progress Update

Owner : Head of Finance and Resources

Date: July 2010



Ref.	Action	Lead	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comment / Corrective Action
R7b	Improve Performance management arrangements at service level. Introduce staff performance appraisals and individual or team targets for processing staff. Measure productivity systematically. Embed new performance management.	David Taylor													COMPLETE Data analysed and targets set. Revised performance management arrangements from April 2010. Feedback given to processing staff on their current performance.
25.10 (R10)	Customer Access														
R10c	Benefits Service has not yet identified its hard to reach groups.	David Taylor													COMPLETE Regular attendance at Disability Group meetings to identify any potential problems or difficulties.

Appendix 1

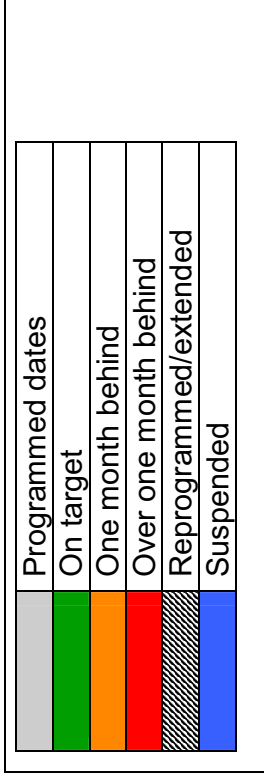
Key Objective WM8:

To produce and deliver on an Improvement Plan for the Benefits Service that delivers a Benefits Service that is responsive to customer needs

Monthly Progress Update

Owner : Head of Finance and Resources

Date: July 2010



Ref.	Action	Lead	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comment / Corrective Action
R10e	The Service has not formally assessed whether all users have fair and equal access to the Service and its policies.	David Taylor	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	Linked to Corporate roll out of Equalities and completion of Equalities Impact Assessment. New e-claim form has ethnicity and disability monitoring reports included.
R10f	Some vulnerable claimants are receiving a slower service than other claimants.	David Taylor	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	COMPLETE Analysis undertaken to understand reasons – links made to local groups to discuss any problems.
25.11 (R11)	Value for Money														
R4g	Relate service costs directly to the outcomes and performance delivered, establishing whether improving value for money is being achieved.	Teresa Kristunas	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	Service costs identified and further work ongoing to link to outcomes and performance.

Appendix 1

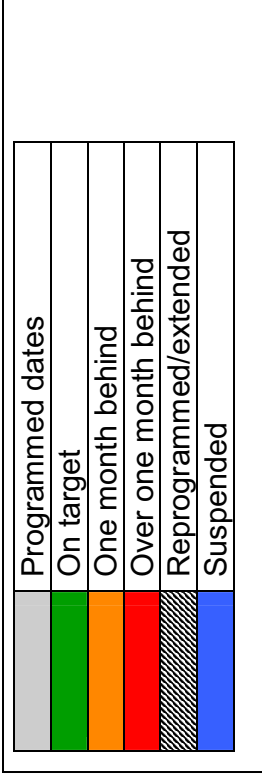
Key Objective WM8:

To produce and deliver on an Improvement Plan for the Benefits Service that delivers a Benefits Service that is responsive to customer needs

Monthly Progress Update

Owner : Head of Finance and Resources

Date: July 2010



Ref.	Action	Lead	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comment / Corrective Action
R11a	Demonstrate improved outcomes that have arisen from actively exploring opportunities to work in partnership to deliver financial efficiencies	David Taylor/Teresa Kristunas	On target	On target	On target	On target	Reprogrammed/extended	On target	On target	On target	On target	On target	On target	On target	Shared Service agenda Shared training with Bromsgrove and Wyre Forest.
R11c	Compare costs to other services, calculate unit costs and seek to evaluate cost effectiveness.	David Taylor	On target	On target	On target	On target	Reprogrammed/extended	On target	On target	On target	On target	On target	On target	On target	Limited comparison already undertaken. County group to report in September on more detailed comparison.
R11d	Create robust proposals for delivering efficiency savings. Identify areas for efficiency savings that are cash-able and sustainable.	David Taylor	On target	On target	On target	One month behind	On target	On target	On target	On target	On target	On target	On target	On target	Shared service. E-claim form and BACS take-up.
R11e	Future investment proposals should demonstrate an awareness of linking improvement in performance to value for money	David Taylor/Teresa Kristunas	On target	On target	On target	On target	Reprogrammed/extended	On target	On target	On target	On target	On target	On target	On target	Linked to above work on identifying costs and linking to performance and outcomes.

Appendix 1

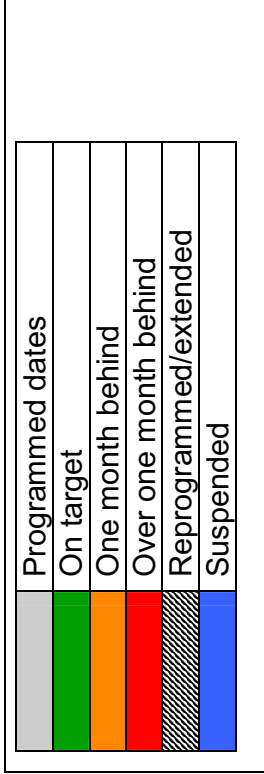
Key Objective WM8:

To produce and deliver on an Improvement Plan for the Benefits Service that delivers a Benefits Service that is responsive to customer needs

Monthly Progress Update

Owner : Head of Finance and Resources

Date: July 2010



Ref.	Action	Lead	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comment / Corrective Action
25.13 (R13)	System and System Reports														
R13b	Improve HB/CTB Subsidy Claim processes. Introduce testing of software releases and regular testing of claim accuracy during the year to ensure that subsidy calculation is accurate.	David Taylor /Ian Sprott	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	On target	COMPLETE Monthly monitoring of claim. IBS consultancy. Work with Wyre Forest.
R13c	IBS and Anite are not being used to best effect.	David Taylor /Vicki Lewis	On target	On target	On target	On target	On target	Reprogrammed/extended	Reprogrammed/extended	Reprogrammed/extended	Reprogrammed/extended	Reprogrammed/extended	Reprogrammed/extended	Reprogrammed/extended	New reports in Anite. Import of e-claims, more auto routing of documents, campaign manager to be used. IBS consultancy and training. Letters to be improved.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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**QUARTERLY MONITORING OF COMPLAINTS: APRIL - JUNE 2010
(1st Quarter)**

Relevant Portfolio Holder	Cllr Michael Braley
Relevant Head of Service	Head of Customer Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 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.
- 1.2 The report also shows the compliments recorded during the same period and details the Ombudsman Enquiry response times and outcomes.
- 1.3 This report provides Members with an opportunity to review the Council's performance for quarter 1 of the 2010/11 financial.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

the update on complaints and compliments for the period April-June 2010 be noted.

3. BACKGROUND

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

Stage 1 Formal Complaint	Relevant Director/Head of Service for that service areas responds. Target for response 10 working days.
Stage 2 Complaint Appeal	Chief Executive investigates and responds. Target for response 10 working days.
Stage 3 Member Complaint Appeal	Panel of Members consider complaint. Committee Services respond on Panel's behalf. No target set for response time.
Ombudsman	Chief Executive investigates and responds. Target of 28 working days (set by Ombudsman)

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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3.2 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

4. KEY ISSUES**4.1 Basis of Quarterly Reporting**

The report sets out the statistical details of Formal Complaints, Complaint Appeals, Member Complaint Appeals and Ombudsman Enquiries.

4.2 This will enable a baseline to be set for further reporting and monitoring. Member involvement in monitoring performance for the remainder of the 2010/11 reporting year will involve:

Quarter	Period	Member Group	Purpose of reporting
2	July – Sept	November Executive Committee / Overview and Scrutiny Committee	Receive quarter 2 statistics and to recommend improvements to services
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

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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- 4.2 79% of the Stage 1 complaints were responded to within the 10 day target compared to 50% in the same quarter last year and 75% for the whole of 2009-10.
- 4.3 75% of the Stage 2 complaints were responded to within the 10 day target compared to 50% in the same quarter last year and 74% for the whole of 2009-10.
- 4.4 2009-10 was the first year that monitoring has been done so will provide a baseline for future years.
- 4.5 The Audit Commission monitors the Ombudsman Response times and these are used in Audit Commission reports/reviews including Direction of Travel and Service Reviews.
- 4.6 There were no Ombudsman enquiries/complaints during the 1st quarter of 2010-11.
- 4.7 The Ombudsman Response times for previous years are as follows:

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
09/10	6	25 days

5. FINANCIAL IMPLICATIONS

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

6. LEGAL IMPLICATIONS

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.

7. POLICY IMPLICATIONS

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

REDDITCH BOROUGH COUNCIL

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8th September 2010

8. COUNCIL OBJECTIVES

Well Managed Organisation

**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

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.

10. CUSTOMER IMPLICATIONS

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.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

None Specific.

**12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET
MANAGEMENT**

None Specific.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

None Specific.

14. HUMAN RESOURCES IMPLICATIONS

None Specific.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None Specific.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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8th September 2010

**16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998**

None Specific.

17. HEALTH INEQUALITIES IMPLICATIONS

None Specific.

18. LESSONS LEARNT

See Appendix One and Four.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

None Specific.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	Yes

REDDITCH BOROUGH COUNCIL

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8th September 2010

21. WARDS AFFECTED

All Wards

22. APPENDICES

- Appendix 1 : Monitoring data 1st Quarter (April - June 2010)
- Appendix 2 : Quarterly Complaints Statistics
- Appendix 3 : Quarterly Compliments Statistics
- Appendix 4 : What has been learnt and Service Improvements

23. BACKGROUND PAPERS

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

AUTHOR OF REPORT

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Appendix 1**COMPLAINTS MONITORING****April – June 2010-2011 (1st Quarter)****Formal Complaints (Stage 1)**

	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	14	11 (79%)	5	1	7	1

Of the 14 Stage 1 complaints, details of the six that were Justified or Partly Justified:

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Database Team (Housing)	Length of time (possible timescale of 6 weeks) to process HB claim/time waiting in OSS	Partly Justified	Customer sent letter and refund processed.	Team looking at ways of reducing the timescale to process refunds, however, rely on other teams to advise as to whether the refund can be processed. Aim is to reduce this to 15 working days.
Rents (Housing)	Problem with rent account	Justified	Account checked and adjustments made. Direct Debit also checked – now correct. Credit refund organised for garage rent. Letter explaining reasons for errors sent including an apology.	Housing Managers will be undertaking a review of the direct debit system and officer priorities.
Housing Options (Housing)	Housing Banding	Justified	Letter sent explaining the resident's banding information and apologies made for the confusion caused.	Standard letter has been updated on the system and staff have been given training.
Housing Options/ Capital (Housing)	Leak from radiator - temporary accommodation /query over monies owed to the Council.	Justified	The Billing process in respect of dispersed units has been reviewed and added them to the Saffron Housing System as an alternative to the IBS system.	The Saffron billing system to be implemented in June 2010.

Appendix 1

Customer Services	Told by OSS that had to bring 97 year old mother to renew Blue Badge but could have been done by post	Justified	Incorrect advice given. CSA training & development in Blue Badge process and customer care skills regularly. First session 21 July 2010 followed by 6 monthly sessions	Ongoing training of CSAs
Tenancy (Housing)	Has complained twice (at Woodrow OSS) about fly tipped tyres in garage area of Auxerre House. Council van visited but not removed tyres.	Justified	Fly tipping cleared day after complaint made, however, procedure not followed for previous complaints.	Further training on correct procedure for logging/forwarding complaints

Complaints Appeals (Stage 2)

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 st Quarter	4	3 (75%)	2 (Stage 1 response had classed as complaint had been justified – so agreeing that was still the case)

Member Complaint Appeals (Stage 3)

	Number
1 st Quarter	1

Appendix 1**COMPLAINTS MONITORING : April - June 2010 (1st Quarter)****OMBUDSMAN MONITORING – 2010/11 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
None received in 1st quarter.							

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
09/10	6	23.8 days

2009/10 STATS FOR DISTRICT COUNCILS		
Less than 28 days	29-35 days	36 days or more
61%	22%	17%

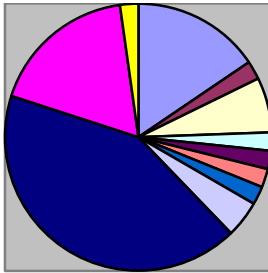
Redditch Borough Council Quarterly Compliment Statistics



www.redditchbc.gov.uk

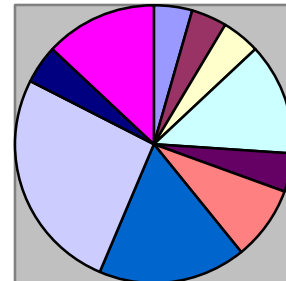
April - June 2010
There were a total of 75 compliments in the last quarter

**PLANNING & REGENERATION,
REGULATORY & HOUSING DIRECTORATE**



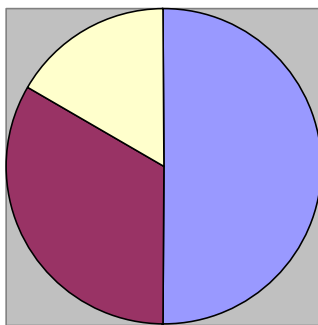
- | | |
|-----------------------------|-----------------------|
| ■ Aids & Adaptations(7) | ■ Business Centres(1) |
| ■ Building Control(3) | ■ Capital(1) |
| ■ Housing Management(1) | ■ Housing Options(1) |
| ■ Planning(1) | ■ Rent(2) |
| ■ Repairs & Maintenance(19) | ■ Home Support(8) |
| ■ Tenancy(1) | |

**LEISURE, ENVIRONMENT & COMMUNITY
DIRECTORATE**



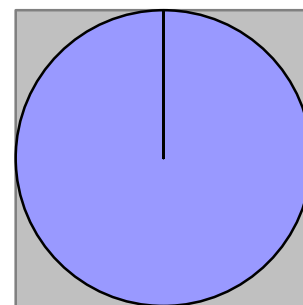
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|-----------------------|-----------------------|-----------------------|
| ■ ASB(1) | ■ CCTV & Lifeline(1) | ■ Sure Start(1) |
| ■ Cleansing(3) | ■ Community Safety(1) | ■ Dial A Ride(2) |
| ■ Landscape(4) | ■ Palace Theatre(6) | ■ Sports & Leisure(1) |
| ■ Waste Management(3) | | |

FINANCE & RESOURCES DIRECTORATE



- | | | |
|-------------------------|------------------------|----------------|
| ■ Asset Maintenance (3) | ■ Customer Services(2) | ■ Elections(1) |
|-------------------------|------------------------|----------------|

**POLICY, PERFORMANCE AND PARTNERSHIPS
DIRECTORATE**



- | |
|---------------------|
| ■ Communications(1) |
|---------------------|

What did you compliment?

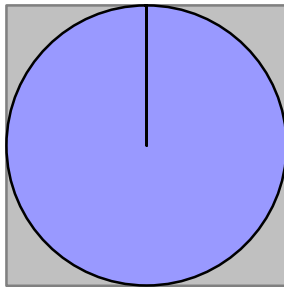
The majority of compliments related to Repairs & Maintenance, Aids & Adaptations, Home Support and Palace Theatre.

Redditch Borough Council Quarterly Complaints Statistics

April-June 2010

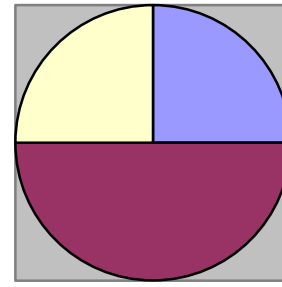
There were a total of 14 complaints in the last quarter

LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



■ EnvironmentalHealth(1)

FINANCE & RESOURCES DIRECTORATE



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

PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



■ DataBase&Performance(1)
 ■ HousingOptions(2)
 ■ Planning(1)
 ■ Planning/Licensing(2)
 ■ Rents(1)
 ■ Tenancy(2)

What did you complain about?

The majority of complaints related to Housing related services (Database, Housing Options, Rents and Tenancy).

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 Complaints Statistics



April-June 2010

What we Learnt and Service Improvement

Issue	Action Taken/Improvement
Length of time to process Housing Benefit claim and waiting times in One Stop Shop	Refund Processed. Managers looking at ways to reduce the timescales – aim to reduce this to 15 working days.
Problem with rent account	Account Checked and adjustments made. Credit refund organised for garage rent. Managers to review the direct debit system and officer priorities.
Housing Banding	Standard letter has been updated and staff trained.
Leak to radiator in temporary accommodation	Billing process in respect of units reviewed. New billing system implemented June 2010.
Elderly lady told she had to renew Blue Badge in person.	Incorrect advice taken as it could be done by post. Staff training. Development of Blue Badge process and customer care skills updated regularly.
Flytipping – not everything removed	Flytipping cleared following day. Further training on correct procedure for logging and forwarding complaints.

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**8th September 2010**CHURCH HILL DISTRICT CENTRE – REDEVELOPMENT REPORT**

Relevant Portfolio Holders	Cllr Brandon Clayton and Mike Braley
Relevant Head of Service	Teresa Kristunas
Key Decision / Non-Key Decision	
The Appendix to this report contains exempt information as defined in Paragraph(s) 100 of Part I of Schedule 12A to the Local Government Act 1972, as amended	

1. SUMMARY OF PROPOSALS

The report informs Members of the outcome of further discussions with the prospective developer and their best offer as instructed following the decision of the Executive on 16th June 2010. Members are asked to make a decision on whether to proceed or not with the redevelopment.

2. RECOMMENDATIONS

The Committee is asked to **RESOLVE** that

- 1) **The developers' revised scheme as shown in confidential Appendix A , para 5.2 , be either**
 - A) **Accepted and LSP Development are appointed as "preferred partner", OR**
 - B) **the developer be advised that the scheme has been rejected, at the present time.**
- 2) **If accepted then the financial implications are to be met by the Council and budgets be adjusted accordingly as detailed in Appendix A (subject to exact costs with the YMCA being reported further)**
- 3) **The sports hall aspirations at the Community centre be either**
 - A) **Funded as detailed in Appendix A, OR**
 - B) **Abandoned.**

REDDITCH BOROUGH COUNCIL

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3. BACKGROUND

- 3.1 Following a review of all District Centres, the Council choose Church Hill as the first centre to redevelop. The project principal was that the scheme would "break even".
- 3.2 The Council commenced the project by firstly consulting the public and then issuing a "Supplemental Planning Document" for Church Hill, and then embarked upon the appointment of consultants and the EU procurement exercise.

4. KEY ISSUES

The Committee is asked to decide if the Council can proceed with this scheme or not at the present time.

5. FINANCIAL IMPLICATIONS

There are financial implications arising from this report, as detailed in Appendix A.

6. LEGAL IMPLICATIONS

- 6.1 The Council is required to dispose of any interest in land including leases for the best consideration possible under Section 123 of the Local Government Act 1972.
- 6.2 Appendix A to this report are exempt in accordance with S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as they contain information relating to the business affairs of the Council's tenants and the tender proposals confidential to the Council and developer. For the Council to reveal information at this stage may affect the Council's bargaining position whilst very detailed contracts are being considered. It is therefore felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

7. POLICY IMPLICATIONS

The current policy of this Council is to work up a scheme that achieves total redevelopment of the Church Hill Centre as approved by the Council in December 2006.

8. COUNCIL OBJECTIVES

REDDITCH BOROUGH COUNCIL

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To regenerate Church Hill Centre by the demolition of the existing centre and rebuilding a centre fit for the 21st Century, with additional housing. The added benefit hopefully be a reduction in crime and anti social behaviour.

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

- 9.1 There are a number of risks associated with this scheme. Following marketing of the scheme the reduced developer interest shows that in the current financial conditions it is difficult to deliver this type of total redevelopment without Council financial support. However having raised residents expectations and Councils aspirations not now to proceed may produce some adverse publicity. The Council can however still withdraw from current proposal and remarket the opportunity at a later date.

10. CUSTOMER IMPLICATIONS

Improved new centre and updated shops with other facilities.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

New building designs will reflect equality and access issues as required by current Planning Acts & Building Regulations.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

The redevelopment principal is in accordance with the current Asset Management Plan, the project has been procured using the competitive process in accordance with the Restricted Procedure under the Consolidated Public Procurement Directives 2004/18/EC, as implemented by The Public Services Contracts Regulations 1993 and The Public Services Contracts Regulations under the EU procurement regulations.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

These issues will be addressed at detailed planning permission stage, but with reference to the current policy document "Supplementary Planning Document – Church Hill Centre, Development Brief".

14. HUMAN RESOURCES IMPLICATIONS

REDDITCH BOROUGH COUNCIL

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Continued staff time on this project with revenue consequences, with additional Officer time and consultants for Property and Legal Services.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None stated.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

16.1 Under section 17 of the Crime & Disorder Act 1998, the Council is under a duty to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

16.2 The redevelopment of Church Hill will help to address incidents of anti-social behaviour incidents in this location by designing out crime hot spots. The principles of "Secure by Design" will be addressed in the detailed planning stage.

17. HEALTH INEQUALITIES IMPLICATIONS

The project may include a new medical centre. The project will include a replacement chemist shop and dental facilities with improved services for the public.

18. LESSONS LEARNT

At the outset of this project the financial appraisal was quite different, the delayed marketing decision was correctly taken and did result in developer interest but still there is no substitute in testing the viability other than marketing. Such costs to test the market and progress legal agreements are unavoidable. The extra delivery time to test the market is justifiable, but greater certainty could have been created at the outset if a Compulsory Purchase Order had been used, although the costs may have been greater and resulted in a "Blight" of the centre.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

There has been extensive consultation in the initial stages in 2007 with area leafleting and public meetings. Existing tenants have been engaged

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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and relocation terms been renegotiated. In 2010 the tender submissions were on public display for comments. The Primary Care Trust and local doctors practice has been consulted.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holders	√
Chief Executive	√
Executive Director (S151 Officer)	√
Executive Director – Leisure, Cultural, Environmental and Community Services	√
Executive Director – Planning & Regeneration, Regulatory and Housing Services	√
Director of Policy, Performance and Partnerships	√

There has been consultation with relevant Officers in the preparation of this report, and the Church Hill Member Panel which met recently on 13th April and 25th May 2010. A further recent meeting on the 24th August 2010, to ensure that the Panel views are incorporated into report.

21. WARDS AFFECTED

Church Hill.

22. APPENDICES

Appendix A – Results of developer's final offer.

(Appendices A to this report are exempt in accordance with S. 100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as they contain information relating to the business affairs of the Council's tenants, disclosure of which is not considered to be in the public's best interests).

23. BACKGROUND PAPERS

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Papers held within Property Services, some of which are exempt (Confidential).

24. KEY

The project one of the Councils Corporate Priorities and hence a key decision is required

AUTHOR OF REPORT

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teresa.kristunas@redditchbc.gov.uk

Tel: 01905-766463 or 01527-64252 Ext 3293 respectively.

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

Document is Restricted



Overview and Scrutiny Committee

14th July 2010

MINUTES

Present:

Councillor Diane Thomas (Chair) and Councillors Kath Banks, Andrew Brazier (substituting for Councillor William Norton), Roger Hill (substituting for Councillor Anita Clayton), Brenda Quinney, Mark Shurmer and Graham Vickery.

Also Present:

Trish Buckley (Co-opted representative on behalf of UNISON)

Councillor Michael Braley and Mr Michael Collins (Vice-Chair, Standards Committee)

Officers:

K Cook, C Felton, J Godwin, S Hanley, S Jordan, A Walsh and J Young

Committee Services Officer:

J Bayley and I Westmore

29. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Anita Clayton, Bill Hartnett, Robin King and William Norton.

30. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest nor of any party whip.

31. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 23rd June 2010 be confirmed as a correct record and signed by the Chair.

.....
Chair

Overview and Scrutiny Committee

14th July 2010

32. ACTIONS LIST

The Committee considered the latest version of the Actions List and specific mention was made of the following matters:

a) Action 8: Improvement Plan 2010/11

It was noted that this item had been removed from the Forward Plan and so would no longer be available for pre-scrutiny.

b) Action 12: Updates from Outside Bodies

It was reported that this matter was due to be discussed at a future meeting of the Constitutional Review Working Party.

c) Action 13: Concessionary Travel

Officers confirmed that copies of this information had now been provided to Members.

d) Action 16: NI 151 – Overall Employment Rate

The Committee was informed that this additional information had been circulated to Members that day.

RESOLVED that

the report be noted.

33. PRE-SCRUTINY

In respect of pre-scrutiny requests, the one matter highlighted as being appropriate from the Forward Plan was the item on Sub-Regional Choice-Based Lettings. The Chair confirmed that this had already been selected for pre-scrutiny and was scheduled to be considered on 15th September.

34. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for the Committee to review. Councillor Vickery reaffirmed his intention to provide a scoping document on the subject of environmental standards on local housing estates.

Overview and Scrutiny Committee

14th July 2010

35. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received oral reports in relation to current reviews, namely:

a) Local Strategic Partnership

It was reported that the Group had held its final meeting at which the Director of Policy, Performance and Partnerships had been interviewed. The final report had been drafted and it was hoped that this might be submitted to either the meeting on 22nd July or that on 4th August.

b) Worcestershire Hub Review

It was reported that no further meetings of this Group had taken place.

RESOLVED that

the updates be noted.

36. REDI CENTRE - UPDATE REPORT

The Committee received a presentation and oral report from Officers on the options that were being explored for the REDI Centre going forward and the circumstances that had led to the Council undertaking its current review of the service.

The unsuccessful attempt to establish a Trust to run the Centre and to which the service could be transferred in 2006-7 were briefly outlined. Officers had subsequently undertaken an options appraisal in the autumn of 2008 and the Council had agreed in April 2009 to seek an alternative service provider. This culminated in an expression of interest from NEW College and negotiations for a transfer of the service in March 2010. Funding cuts by the Learning and Skills Council had resulted in NEW College rethinking their involvement and finally withdrawing. The College also ended its franchise agreement with the Centre in June 2010 as a result of budgetary pressures, resulting in a loss of £42,000 per year income. Further funding options were then explored by the Council particularly through the County Council as the authority responsible for adult education but no alternative funding had been secured to date.

It was noted that REDI was the only provider of Learndirect locally and that many of the courses were previously provided under

Overview and Scrutiny Committee

14th July 2010

franchise to NEW College and so were unfunded for the coming academic year. Other adult education opportunities in the Redditch area were limited and were often accessed through referral from Job Centre Plus and similar agencies. Officers undertook to provide information on the range of courses that would not be provided locally should REDI cease to operate following the meeting.

Four potential options were outlined, these being:

- i) continue to fund and maintain the service as currently provided;
- ii) re-structure and fund the service in line with known business need;
- iii) closure of the service; and
- iv) relocation of Learndirect to another facility.

The consequences of each course of action were set out, including the financial, customer and human resources impacts. One of the key aspects highlighted in each case was the projected budget deficit arising from the proposed option.

Officers undertook to provide copies of the presentation to Members following the meeting.

The Chair invited users of the REDI Centre to address the meeting. The initial proposal put forward was that Members visit the Centre to see staff and users at the site without prejudice. A further submission highlighted that the courses offered at REDI, such as first step, back to work and self-esteem courses, were not readily available elsewhere. The withdrawal by NEW College from lower level IT courses was also noted in this regard.

The UNISON co-opted representative on the Committee provided a Union perspective on the matter. It was noted that the future funding of the REDI Centre had been under close review most years since approximately 2003 with obvious implications for the morale of staff. It was accepted that the financial circumstances were difficult but Members were reminded that the service was created in a similar financial climate. It was hoped that the loss of a valuable service would not result from a short-term financial gain.

Members commented upon the options before them. It was contended that the cost of providing the service at the Centre was very competitive on a per head basis. The service was described as being demonstrably cost-effective and also effective, on the face of it, in terms of the learning outcomes that were achieved. However, Members were interested to receive a clearer demonstration of the

Overview and Scrutiny Committee

14th July 2010

measures of success for learners at the Centre over its lifetime. The importance of preserving the service was highlighted but the location and service provider were considered, in some respects as being of lesser importance. The opportunity for picking up the lower level IT courses no longer to be offered by NEW College was raised as a possibility for the future.

In conclusion, and, after considering the information before it, the Committee

RECOMMENDED that

- 1) **Members of the Overview and Scrutiny and Executive Committees visit the REDI Centre prior to the consideration of the REDI centre report at the Council meeting on 9th August; and**
- 2) **Option 1, continuation of the current level of service, be approved by the Executive Committee and full Council.**

37. WORCESTERSHIRE ENHANCED TWO TIER (WETT) REGULATORY SERVICE

The recently appointed Head of the Worcestershire Enhanced Two Tier Regulatory Service attended the Committee to answer a number of questions regarding the service to be provided to the Borough under this new arrangement.

- 1) How do you ensure members of the public are provided with a service relevant and responsive to the needs of their locality?

It was explained that the WETT service would start from the position of the existing service and then seek to identify local priorities moving forward through consultation with the public and local Councillors whilst remaining abreast of national priorities. Members would particularly have an input through the development of the service plan which was to be considered by the Joint Committee.

There would be an emphasis on moving resources to areas that were identified as hot-spots for particular issues and the expanded provision available across the County would increase the potential resources available to tackle priorities. However, the changes to the service would develop over time and Members would not be expected to see much

Overview and Scrutiny Committee

14th July 2010

alteration to the service previously provided at this early stage.

- 2) How are Members expected to advocate specific local provision as mandated by their electorate?

The Committee was informed that Members would still be able to contact Officers directly in relation to local issues and the Joint Committee was identified as a means by which the views of all district councils and their Members could be represented. The Business Plan for the service provided a further opportunity through which Members could influence the shape of the service.

- 3) Does any aspect of the Regulatory service need to take account of the particular needs of a new town with a younger population profile, an industrial heritage, transport links predominantly out of county and a travel to work profile linking it with Birmingham rather than Worcestershire?

Officers made the point that all districts would make claims for their particular difference from others within the County. Officers highlighted the way that the new arrangement could assist the Borough, noting that the prevalence of contaminated land was prompting them to consider how additional resources could be brought to bear on this issue. The Head of the Service also highlighted the opportunities through which the localness of Redditch could be recognised and fed into the regional and national discussion.

Officers would be able to present a comprehensive strategy to Members once the implementation stage was passed but the focus throughout was to be on outcomes.

RESOLVED that

the report be noted.

38. FEEDBACK FROM THE CFPS GOOD SCRUTINY CONFERENCE

The Chair provided the Committee with an account of the Centre for Public Scrutiny (CfPS) Conference that she had attended in late June. The Council had for the first time submitted an entry for a Good Scrutiny Award and had been short listed in the Community Influence category for its Neighbourhood Groups Task and Finish Review. Although the Council had not come out on top overall, the submission had been commended by the judges.

Overview and Scrutiny Committee

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A number of ideas had been gleaned from other contributors to the conference, the most significant of which had been the Scrutiny Café idea practised by Hertfordshire County Council in respect of their scrutiny of the Council's budget. Officers undertook to meet with the Chair to discuss the model and its applicability to Redditch.

RESOLVED that

- 1) **the Executive Director of Finance and Resources and the Head of Legal, Equalities and Democratic Services meet with the Chair to discuss the application of the Hertfordshire model to this Council's scrutiny of the budget; and**
- 2) **the oral report be noted.**

39. REFERRALS

There were no referrals.

40. WORK PROGRAMME

Members considered the Committee's Work Programme. Officers reported that representatives from Worcestershire County Council would be attending the meeting on 22nd July in respect of concessionary bus fares and had requested that Members submit questions in advance to enable them to provide more comprehensive responses on the night.

Members proposed the following questions:

- 1) Why should Worcestershire County Council not guarantee to continue to provide the same standard of service as that which is currently provided in Redditch?
- 2) How much would be saved financially if pre-9.30 a.m. travel is not provided for?
- 3) What would be the social costs involved in any cuts to the service?
- 4) Why can there not be a different approach to the delivery of the concessionary scheme in each of the districts?
- 5) What would be the impact of the overall level of service of any changes?

Overview and Scrutiny Committee

14th July 2010

RESOLVED that

- 1) the Work Programme be noted; and**
- 2) the questions detailed above be forwarded on to the relevant Officers at Worcestershire County Council.**

The Meeting commenced at 7.00 pm
and closed at 8.10 pm

Chair



Overview and Scrutiny Committee

22nd July 2010

MINUTES

Present:

Councillor Diane Thomas (Chair), Councillor Anita Clayton (Vice-Chair) and Councillors Kath Banks, Bill Hartnett, Robin King, William Norton, Brenda Quinney, Mark Shurmer and Graham Vickery

Also Present:

Councillors Michael Braley, Brandon Clayton and Derek Taylor

Officers:

A de Warr, L Tompkin, J Bough, J Staniland, C Felton and S Powell
W Arthur and A Baker (Worcestershire County Council)

Committee Services Officer:

J Bayley, Denise Sunman

41. APOLOGIES AND NAMED SUBSTITUTES

An apology for absence was received on behalf of Councillor D Prodger, Worcestershire County Council.

42. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest or party whip.

43. ACTIONS LIST

The Committee considered the Overview and Scrutiny Actions List.

- a) Referrals to the Crime and Disorder Scrutiny Panel – Actions 1 and 4

Officers reported that Items 1 and 4, relating to actions which the Crime and Disorder Scrutiny Panel had been asked to consider, had been completed during a meeting of the Panel on 15th July 2010. A further report on the work of the Panel to address these issues would be provided at the following meeting of the Committee on 4th August.

.....
Chair

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b) REDI Centre – Action 10

The Committee was advised that copies of the presentation that had been delivered on the subject of the REDI Centre had been circulated for consideration as requested.

c) Budget Scrutiny – Action 12

As outlined in item 12 Members were informed that a meeting had been arranged for the Chair to meet with the Director of Finance and Corporate Resources and the Head of Legal, Equalities and Democratic Services on 16th August to discuss budget scrutiny.

RESOLVED that

the report be noted.

44. CONSIDERATION OF THE FORWARD PLAN

Members considered whether any items on the Forward Plan, 1st August to 30th November 2010, were suitable for further scrutiny.

RESOLVED that

the following reports be subject to further scrutiny:

- 1) **Council Plan (Part 1)**
- 2) **Climate Change Strategy**
- 3) **Pitcheroak Golf Course – Operational Options.**

45. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for the Committee to review.

46. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received oral reports in relation to current reviews, namely:

a) Local Strategic Partnership

Members were informed that a report would be presented at the meeting of the Overview and Scrutiny Committee on 4th August 2010.

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b) Worcestershire Hub Review

Members were informed that no further meetings had taken place regarding this review.

RESOLVED that

the updates be noted.

47. BUS PASS SCHEME: COUNTY PROVISION - UPDATE

The Chair welcomed Officers from Worcestershire County Council (WCC) to the meeting.

The County Officers reported that WCC's strategic aim was to promote sustainable travel throughout the County. Members were informed that little information on future funding had been received from the Department for Transport (DfT). He confirmed that, although there was awareness that concessionary fares were more of an issue for parts of the County, the County Council would be looking for a consistent approach across all districts. It was further reported that different enhancement levels would be investigated across the districts but assistance with funding for these would be required at district level.

Members highlighted their concerns that any changes to the concessionary fares scheme, particularly removing availability for travel before 9.30am, would have a greater effect on Redditch residents than those living in the more rural areas of the County. They asked whether any investigations had been carried out to identify the effect of removing concessionary fares prior to 9.30am on the provision of public transport.

Members were informed that the County would provide a scheme that was in line with national requirements. Any discretionary enhancements to the scheme would need to be funded by each district. The County Council would be required to publish the scheme by 1st December 2010.

RECOMMENDED that

- 1) **a motion be put to full Council on 9th August 2010 asking that a letter be sent to the Department of Transport expressing concern about the lack of detailed information regarding funding for concessionary fares in 2011; and**

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- 2) **the Executive Committee request that the Member of Parliament for Redditch be requested to make representations on behalf of the Council to the Department of Transport regarding funding for concessionary fares in 2011.**

48. **OLDER PERSONS HOUSING STRATEGY**

Members received further information and a verbal presentation regarding the Older Persons Housing Strategy for pre-scrutiny by this Committee.

Members were informed that three Categories were being proposed:

- 1) Category A
 - a) Older Persons Supported Housing:
Suitable for persons aged 65 years old and over and who have an assessed support need.
 - b) Older Persons Housing (60 and over) – Bungalows:
Suitable for persons aged 60 years old and over with preference to be given where there is an assessed support need or to a wheelchair user.
- 2) Category B

Older Persons Housing (60 and over):
Suitable for persons aged 60 years old and over with or without an assessed support need.
- 3) Category C

Over 50's Housing:
Suitable for persons aged 50 years old and over with or without an assessed support need.

Members were informed which properties were included in each category.

RECOMMENDED that

- 1) **a further period of consultation on the options be carried out prior to any decision by full Council; and**

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- 2) the Council ensure that as a minimum standard, the same number of properties in each category be maintained for each area of the Borough.

49. COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH REVIEW- MONITORING - CONSULTATION UPDATE REPORT

Members considered a report on the outcome of focused consultation in Exhall Close and Winyates regarding communal cleaning arrangements in Council properties as suggested by the Council Flat Communal Cleaning Task and Finish Group in June 2009.

This further consultation work had been commissioned following consideration of the outcome of a wider consultation process with a larger number of local residents in February 2010 which had received a low response rate. During a meeting of the Overview and Scrutiny Committee in March it had been agreed that this response had been disappointing and that a more focussed approach to consultation might generate a larger response rate.

The Committee was advised that whilst the response rate had risen, particularly in Winyates, the number of residents who had participated in the more recent, focussed consultation exercise had remained low. Furthermore, whilst a number of respondents had been in favour of receiving a communal cleaning service there had been little support amongst residents regarding payment for this service.

The Committee concluded that the consultation process had revealed a lack of interest amongst residents in progressing the application of a communal cleaning service in all Council properties. Therefore, they agreed that no further consultation was required from Officers. However, members noted that residents could still collectively ask for a chargeable communal cleaning service to be introduced for specific Council properties where required.

RECOMMENDED that

no further action on consultation regarding cleaning of communal areas in Council properties take place unless groups of residents in properties, not currently included in the cleaning contract, approach the Council for a cleaning service.

50. REFERRALS

There were no referrals to the meeting.

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51. WORK PROGRAMME

Members considered the Committee's current Work Programme and noted that the following items would be considered during the meeting on 4th August 2010.

- 1) Local Strategic Partnership Task and Finish Group – Final Report;
- 2) Crime and Disorder Scrutiny Panel – Report from meeting on 15th July 2010; and
- 3) Petition – Winyates Ward.

Members were reminded that a Scrutiny Work Programme Planning Event, to which all members had been invited, would take place on Monday, 26th July 2010 in the Council Chamber commencing at 6pm.

The Meeting commenced at 7.00p.m.
and closed at 9.12p.m.

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Chair



Overview and Scrutiny Committee

4th August 2010

MINUTES

Present:

Councillor Diane Thomas (Chair), Councillor Anita Clayton (Vice-Chair) and Councillors Kath Banks, Andrew Fry, Bill Hartnett, Robin King, William Norton, Brenda Quinney and Graham Vickery

Also Present:

Councillors Andrew Brazier, Jack Cookson, Carole Gandy, Adam Griffin, Malcolm Hall and Nigel Hicks

PC P Kennedy

Officers:

H Bennett, R Cooke, C Felton, S Hanley and A Heighway

Committee Services Officers:

J Bayley and J Smyth

52. APOLOGIES AND NAMED SUBSTITUTES

An apology for absence was received on behalf of Councillor Mark Shurmer.

An apology for absence was also received on behalf of Councillor Juliet Brunner, Portfolio Holder for Community Safety and Regulatory Services.

53. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest nor of any party whip.

54. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 14th July 2010 be confirmed as a correct record and signed by the Chair.

55. ACTIONS LIST

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Chair

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The Committee considered the latest version of the Actions List. Specific mention was made of Action 2, the Joint Worcestershire Flooding Scrutiny Group's recommendations. It was noted that the recommendations were scheduled to be considered by the Council's Executive Committee on 29th September 2010.

RESOLVED that

the report be noted.

56. CALL-IN AND SCRUTINY OF THE FORWARD PLAN

There were no specific call-ins relating to the Decision Notice of the Executive Committee meeting held on 28th July 2010.

It was noted that the Overview and Scrutiny Committee's recommendations on the REDI Centre Options (Min.44) and review of Redditch Borough Council's Sheltered Housing Stock (Min.46) had not been accepted. Members were informed that, if they wished, they would have further opportunities to raise the matters again when the Decision Notice recommendations were considered at the following meeting of the Council on the 9th August.

There were no pre-scrutiny requests in relation to items scheduled on the Forward Plan for consideration by the Executive Committee.

57. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for the Committee to consider at the meeting.

58. TASK AND FINISH GROUPS - PROGRESS REPORTS

It was noted that the Local Strategic Partnership Task and Finish Group's final report was to be presented later in the meeting under Item 10 on the agenda.

The Committee received an oral update, supported by a written update sheet tabled at the meeting, in relation to the latest meeting of the Joint Worcestershire Hub Scrutiny Task and Finish Group on 27th July 2010. It was noted that, as the Council's representative, Councillor Hopkins, had not been able to attend the last meeting of the Task and Finish Group, the tabled written update had been provided by the County Council's Scrutiny Officers.

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The Committee noted the update which reported that the evidence gathering process for the review had concluded with recommendations being possibly discussed at the following meeting in September. Members were also informed that draft proposals were to be discussed with the relevant Portfolio Holder and Director at Worcestershire County Council in early October.

Members expressed their desire for further information about the matter and asked to be provided with a copy of minutes of the Task and Finish Group's meeting as soon as practicable.

RESOLVED that

the update be noted.

**59. PETITION - AGAINST ANTI-SOCIAL BEHAVIOUR IN
LOWLANDS LANE PARK**

(The organisers of the petition regarding anti-social behaviour in Lowlands Lane Park, Mr and Mrs Wall, were in attendance and spoke during the course of the meeting).

Under the Council's new procedures for the consideration of Petitions, the Committee received a Petition in relation to anti-social behaviour in Lowlands Lane Park. The Petition organisers, Mr and Mrs Wall, were invited to speak to the Committee on the matter and Members were informed in some detail about the problems being experienced by residents with noise nuisance and anti-social behaviour (drinking and use of motor cycles). This was particularly occurring after midnight, often in the early hours of the morning, and was affecting nearby residents' sleep and their quality of life.

The Council's three local Ward Councillors for the area were also invited to speak to the Committee on the matter and concurred that the issue had been discussed at both the June and July local PACT meetings in some detail, when a number of suggestions to resolve the problem were made, including securing the park at night and removing it altogether.

The Local Police Officer for the area also addressed the Committee and confirmed that the matter had been designated a PACT priority which had resulted in a joint operation to target the area. A high visibility presence had been organised and daily patrols had also been undertaken during which no specific evidence of anti social behaviour (such as broken bottles) had been found. Members were informed, on request, that eleven calls on noise nuisance had been

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made in June, eight from the same person with a similar number in July, to which the Police had responded.

Members were informed that the park was multi-functioning and catered predominantly for younger children during the day with facilities in the evening for young people such as basketball. Officers reported that, for a second year, Play Ranger sessions were being held in the park, where work was undertaken with a targeted age range of 8 to 14 year olds from which there had been very positive feedback.

The Petitioners advised that the comments and work of the Police and Council Officers had been appreciated. However, residents had collected evidence which showed that anti-social behaviour was occurring and they suggested that relevant Officers should visit the park in the early hours of the morning to best assess the scale of the problem.

The Committee agreed that removing the park was not an option, particularly as it was the only park facility in the area. However, it was agreed that further work could be undertaken to resolve the matter and that a multi-agency approach would be the most suitable way to tackle any anti-social behaviour.

RECOMMENDED that

a multi-agency approach be adopted to discourage drinking and anti-social behaviour in Lowlands Lane Park.

60. CRIME AND DISORDER SCRUTINY PANEL - CHAIR'S UPDATE

The Chair of the Crime and Disorder Scrutiny Panel's report on the work of the Panel was noted without comment.

RESOLVED that

the report be noted.

61. LOCAL STRATEGIC PARTNERSHIP TASK AND FINISH GROUP - FINAL REPORT

The Committee received for consideration, the final report of the Local Strategic Partnership (LSP) Task and Finish Group Review from the Chair of the Review Group, Councillor William Norton.

Councillor Norton also provided an oral presentation and slide show, outlining the background to the review, the issues that had

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prompted the review, its objectives, initial findings, the actions that had already been taken to implement the Group's interim recommendations together with details and proposals relating to the areas still to be addressed.

The effectiveness of the LSP within the Borough and the County was discussed. It was acknowledged that whilst the LSP had lost its focus in recent years and was not perfect, it had, following its re-launch in 2009, improved and regained momentum.

Members also considered the Overview and Scrutiny Committee's role of monitoring the LSP on an ongoing basis to ensure it provided a focused and valuable service that was fit for purpose. There were some concerns about the Committee's capacity, given current the workload, to undertake regular reviews. It was suggested however, that the Committee could commit to six monthly review sessions for the LSP to scrutinising the Sustainable Community Strategy, both in draft form and at the end of the three year process, once every three years.

Members were reminded that eight interim recommendations had previously been considered and endorsed by the Committee on 17th March 2010 and subsequently approved by both the Executive Committee and the Redditch Partnership Management Board. The Committee was asked to consider a further seven recommendations.

RESOLVED that

- 1) Recommendations 1 to 8, as detailed in the Group's interim report, previously considered and endorsed by Members at the 17th March 2010 Overview and Scrutiny Committee meeting and subsequently approved by both the Executive Committee and the Redditch Partnership Management Board, be noted; and**

RECOMMENDED that

the recommendations listed below be referred to the next meetings of both the Executive Committee and the Local Strategic Partnership Management Board for consideration:

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Monitoring: ensuring that the Redditch Partnership is subject to regular overview and scrutiny by Councillors:

- 9) there be pre-scrutiny of each new Redditch Sustainable Community Strategy (SCS) by the Overview and Scrutiny Committee;
- 10) there be a full review and audit of each completed SCS by the Overview and Scrutiny Committee;
- 11) the Redditch Partnership and SCS be subject to six-monthly monitoring sessions by the Committee;

Operational: suggestions for improving the future work of the Redditch Partnership and the next SCS:

- 12) the next SCS have fewer, more focussed targets (four to six) which are specific, measurable, achievable, relevant and timebound;
- 13) for the foreseeable future, the SCS contain targets relating to health and education inequalities in Redditch;
- 14) the priorities within the SCS should reflect residents' priorities (as identified through consultation) and also dovetail with those of the Worcestershire Partnership; and
- 15) the Local Strategic Partnership be supported by a full-time permanent Partnership Manager reporting directly to the Director of Policy, Performance and Partnerships.

62. SCRUTINY WORK PROGRAMME PLANNING EVENT - OUTCOMES

The Committee considered a report which summarised the main proposals that had been made by the Councillors who had attended the Scrutiny Work Programme Planning Event on 26th July 2010. Specific reference was made to suggestions regarding: the delivery of Portfolio Holder Annual Reports at meetings of the Committee; public engagement with scrutiny; and suitable topics for review in 2010/11.

In relation to Portfolio Holder Annual Reports, four potential options (as detailed in Appendix 2 to the report) for the delivery of the annual reports were considered for implementation in 2010/11. A suggestion that the Annual Reports be presented at Council

Overview and Scrutiny Committee

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meetings was considered. It was agreed, however, that Overview and Scrutiny was still the most suitable arena for the Portfolio Holder annual Reports to be considered for both scrutiny and practical purposes. It was instead therefore agreed that a combination of suggestions 1 and 2 would be more suitable. (Please view Appendix 1).

In relation to public engagement with scrutiny, the suggestions detailed in Appendix 3 to the report were discussed. Members considered that more should be done to raise awareness of scrutiny with the public. It was suggested that residents be provided with opportunities for public speaking at meetings on specific issues of local interest. It was also considered that, subject to looking into the practicalities of arrangements, residents might be more interested in scrutiny if the Committee were to hold external scrutiny meetings across the Borough on appropriate local issues of public interest.

In relation to future proposed topics for scrutiny, a list of issues (detailed in Appendix 4 to the report) were discussed. The Committee agreed that budget scrutiny (Item 2) should be considered by the Overview and Scrutiny Committee during the course of the year. Members further agreed that scoping documents be submitted for the Committee's consideration on potential Task and Finish review work on Promoting Redditch (Item 14) and Work Experience Opportunities for Young People (Item 17).

A proposal that the "red flag" issues be considered for scrutiny was discussed. Officers advised that the LSP would be focusing on a number of the suggested topics, including the red flag items on health and education inequalities, during the course of the year and there was therefore the potential for work to be duplicated if the Committee agreed to undertake further scrutiny work itself. Members would be provided with and have an opportunity to scrutinise individual updates on the various areas of focus through the proposed six monthly reports to the Committee and key Officers could be asked to provide reports on specific areas to the Committee if necessary.

RESOLVED that

- 1) **the report be noted;**
- 2) **a combination of Options 1 and 2 in respect of Portfolio Holder reports, be implemented by the Overview and Scrutiny Committee for 2010/11 (see attached appendix for details);**

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- 3) the suggestions regarding public engagement made during the course of the Scrutiny Work Programme Planning Event, be noted;
- 4) relevant Officers be requested to scope options for public speaking at Overview and Scrutiny Committee meetings and look at the practicalities of holding Overview and Scrutiny Committee meetings at various venues across the Borough on single issues as and when appropriate and report back to a future meeting of the Committee; and
- 5) the following topics be added to the Committee's Work Programme, if not already listed, for further scrutiny work, namely:
 - a) Budget Scrutiny - to implement appropriate arrangements for budget scrutiny during the year;
 - b) Promoting Redditch – locally, regionally and nationally; and
 - c) Work Experience Opportunities for Young People – to assess current opportunities and how they could be improved.

63. REFERRALS

There were no referrals.

64. WORK PROGRAMME

The Committee was informed that the agenda for the scheduled 15th September meeting was particularly busy. The Chair proposed that an additional meeting of the Overview and Scrutiny Committee be convened. Tuesday 21st September was suggested for this meeting, though this was subject to confirmation that there would be no clashes with other appointments in the Council's Committee calendar.

Members were informed that the Centre for Public Scrutiny (CfPS) would be hosting a Conference on "The Future of Overview and Scrutiny 2010" in London on 5th October. This conference was responding to legislative changes and would provide further information about effective scrutiny of partnerships. Members

Overview and Scrutiny Committee

4th August 2010

agreed that it would be beneficial if a member of the Committee could attend the Conference and Councillor King indicated that he would be interested in attending.

RESOLVED that

- 1. Officers be asked to investigate the potential for having an additional meeting of the Committee on Tuesday 21st September and clarify that there would be no clash with other Council meetings;**
- 2. subject to the interested Members' availability being clarified, the Committee send a representative of the Committee to "The Future of Overview and Scrutiny 2010" Conference on 5th October 2010; and**
- 3. subject to any updates previously agreed during the course of the meeting, the Committee Work Programme be noted.**

The Meeting commenced at 7.00 pm
and closed at 9.35 pm

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CHAIR

**Appendix to the Minutes of the Overview and Scrutiny Committee –
4th August 2010**

Portfolio Holder Annual Reports – Members' Suggestions

During the course of the Scrutiny Work Programme Planning event Members considered a number of optional models that could be introduced to improve the Portfolio Holder Annual Report process in Redditch (Appendix A). Members considered these options in three groups, which comprised representatives from all the political parties represented on the Council and members representing the Overview and Scrutiny Committee, the Executive Committee and the Overview and Scrutiny membership pool.

The following suggestions were provided by Members regarding the preferred arrangements for the delivery of Portfolio Holder Annual Reports. (These have been listed in no particular order).

Suggestion 1): Overview and Scrutiny should use elements of options 1 – 3 for the Portfolio Holder Annual report process.

The Overview and Scrutiny Committee would receive a performance report, using the traffic light system, focussing on the performance of the services within the remit of the Portfolio Holder at a meeting before the annual report was due to take place. Based on the information provided in this report the Overview and Scrutiny Committee would ask the Portfolio Holder to provide the following:

- a) an overview of their portfolio;
- b) an outline of the achievements made by services within their portfolio remit;
- c) further information about how relevant services were or would be performing in relation to the Council's priorities;
- d) details about future aspirations for relevant services; and
- e) identification of areas of concern.

Suggestion 2) Question and answer session

The Overview and Scrutiny Committee would propose questions for the consideration of the Portfolio Holder in advance of the meeting. The Portfolio Holders would have sight of these questions in advance of the meeting. These questions would focus on:

- a) the achievements of services within the remit of the Portfolio Holder;
- b) areas of concern;
- c) strengths; and
- d) weaknesses.

Suggestion 3) Portfolio Holder Annual Reports to full Council

The Portfolio Holders would be required to deliver an Annual Report at consecutive meetings of full Council rather than at meetings of the Overview and Scrutiny Committee. This approach would comprise the following arrangements:

- a) each Portfolio Holder would be required to deliver a thirty minute presentation at a Council meeting;
- b) the Portfolio Holder would need to provide a written report for this item three weeks before the Council meeting;
- c) members of the Overview and Scrutiny pool would be allowed to submit questions for the consideration of the Portfolio Holder up to two weeks in advance of the Council meeting; and
- d) representatives of the Council's partner organisations would be invited to attend the meeting and would have an opportunity to ask the Portfolio Holders questions. This would help to develop their familiarity with the duties of the Portfolio Holders.

Suggestion 4) Portfolio Holders Delivering Two Reports Each Year

The Portfolio Holders could be asked to deliver two, slightly different reports during the course of the year. This system would operate in the following manner:

- a) During the first half of the year the Portfolio Holder would be invited to present a written report covering:
 - i) how relevant services had performed to date;
 - ii) what improvements could be made to service delivery; and
 - iii) any key issues or actions, including ways that scrutiny could help relevant services, that the Portfolio Holder wished to report for the consideration of the Overview and Scrutiny Committee.
- b) Based on the information provided in this report the Overview and Scrutiny Committee would ask the Portfolio Holder a number of questions.
- c) The Portfolio Holder would deliver an interim written report in the second half of the year covering:
 - i) any changes that might have occurred since the previous report was delivered;
 - ii) any improvements to service delivery that may have occurred; and
 - iii) any deterioration in service delivery that may have occurred.

**BROMSGROVE DISTRICT COUNCIL AND REDDITCH BOROUGH
COUNCIL**

SHARED SERVICES BOARD

19th August 2010

COMMITTEE ROOM 2, REDDITCH TOWN HALL

Notes

Present

Cllr Gandy (in the Chair) and Cllrs Braley, Hall and Hartnett (for Redditch BC)
Cllrs Colella, Denaro and Peters (for Bromsgrove DC).

Observers

Cllr Brazier and Quinney (Redditch BC).

Officers

Kevin Dicks, Deb Poole and Guy Revans.

Notes

Steve Skinner.

Apologies

An apology for absence from Cllr Hollingworth had been received at the previous meeting.

Minutes

It was **AGREED** that

the minutes of the previous meeting of the Board be confirmed as a correct record.

Confidentiality

It was agreed that the business of the meeting was not generally confidential, with the exception of any detail of the report on Environment Services, which was still sensitive because of reference to individual posts / postholders and labour relations considerations / ongoing negotiations. Minute 3 below refers.

1) Transformation Training

Under Matters Arising, a Member asked for an update on his suggestion for Member Training on 'Transformation' so they could better appreciate the full implications of this term / technique. Officers confirmed that this would be provided, initially for Exec / Cabinet members, and later for a wider Member audience.

(Cllr Gandy suggested that all Members would nonetheless be permitted to attend the initial detailed session though, if they wished.)

2) Shared Services Progress Report

Mr Dicks gave a brief introduction to this item and then responded to matters of detail raised by Members. The key issues raised were:

a) Established Projects – Regular Updates

Members agreed that there was no need to continue receiving regular updates on established arrangements, such as Electoral Shared Services, unless exceptional circumstances arose.

b) ICT

Deb Poole gave an explanation of some of the issues which had arisen during the recent migration of email accounts onto the Bromsgrove mail server. She advised how this work had been scheduled to take place over weekends in order to reduce impact. Also it had been anticipated that much of the migration would be an automatic process.

However, several technical issues had arisen owing to the age and condition of the Redditch systems. Problems had been found with both software and hardware and Officers had found it necessary to revert to a high degree of manual intervention which had significantly increased the time being taken to restore previous systems.

Officers reported that the majority of users were now on the Bromsgrove shared server and that most previous set ups had been satisfactorily restored. However, the process had been far more labour intensive than originally projected.

Officers apologised for the disruption Members had experienced, but assured the Board that the final outcomes would merit any recent inconvenience. They advised the Board of the standard operating protocols that would be introduced to minimise any future risks, such as regular password changes / encrypted dongles, etc, as were currently the norm in Bromsgrove. There would be a preference for Members operating on standard Council equipment so that uniform security systems could be rolled out. Members asked for training on any new arrangements and for systems such as Orb.

Members asked for advance warning of any future risk of disruption. They accepted that some of the issues with Redditch systems had arisen from past lack of investment by the Council.

It was noted that the new ICT Manager was Mr Mark Hanwell.

c) Shared Services Development / Transformation

Mr Dicks asked that given staff feedback on the programme for Transformation / Shared Services that HR be brought forward to September.

Board Members **ENDORSED this proposal.**

(Members noted that three permanent posts remain to be filled within the Transformation Team. Interviews for these posts were being held in early September.)

d) Economic Development

Mr Dicks advised that he had a meeting the following day with the Chief Executive of Wyre Forest District Council to progress this project further.

e) WETT

Mr Dicks advised that current reviews would all be brought back to the Shared Services Board in due course for approval.

f) Finance

Mr Dicks referred Members to the update contained in Appendix D. Overall savings had been better than budgeted for, because of salary savings prior to the Heads of Planning and Regeneration and Customer Services taking up their posts.

g) Risk Management template

Members acknowledged that the Risk Management approach continued to be crucial, particularly in the context of the forthcoming Government spending review, when savings of between 25% to 40% might be required of local authorities.

3) **Environmental Services - Interim Review of Structures**

Mr Revans introduced proposals for an interim review of his Service area, and explained the need for this, which was principally because:

- a) it was such a large and complex range of services, with very high public profile; and
- b) 12 Managers currently reported to the Head of Service which posed practical Managerial difficulties.

Therefore a number of service / management improvements were being recommended before the programmed Transformation process began.

Mr Revans explained some of the opportunities available in such a review and responded to Members' requests for clarification of the detailed proposals.

(In view of the fact that information would be revealed in relation to individual posts, together with labour relations matters which are still the subject of negotiation, the remainder of this item continues as a confidential appendix to these notes.)

Proposed structure charts were tabled at the meeting and are now also appended to these notes as part of the Confidential Appendix.

It was **AGREED that**

the report be noted and the proposals endorsed.

4) **Other Business**

No other business was raised for this meeting.

5) **Next Meeting**

It was **AGREED** that

The next meeting be held on Thursday 14th October 2010, commencing at 5.30 pm, at Bromsgrove Council House.

The meeting commenced at 5.30 pm and closed at 7.00 pm.

Att.

By virtue of paragraph(s) 1, 2, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

8th September 2010

ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT

Relevant Portfolio Holder	Cllr Michael Braley, Portfolio Holder for Corporate Management
Relevant Head of Service	Claire Felton, Head of Legal, Equalities and Democratic Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

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.

2. RECOMMENDATIONS

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> / Vice-Chair: Cllr Hopkins Guy Revans.	Last meeting – 15th August 2010.
2.	Economic Advisory Panel	Chair: <u>Cllr Pearce</u> / Vice-Chair: Cllr Braley John Staniland / Georgina Harris	Last meeting – 8th February 2010.

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3.	Housing Advisory Panel	Chair <u>Cllr B Clayton</u> / Vice-Chair Cllr Quinney Liz Tompkin	Last meeting – 22nd June 2010.
4.	Leisure Contracts Advisory Panel	Chair <u>Cllr Anderson</u> / Vice-Chair Cllr Hopkins Kevin Cook	Last meeting – 16th August 2010
5.	Planning Advisory Panel	Chair <u>Cllr Pearce</u> / Vice-Chair Cllr M Chalk John Staniland / Ruth Bamford	Next meetings – 22nd August 2010 (RBC) 23rd August 2010 (RBC & BDC)

B. OTHER MEETINGS

6.	Constitutional Review Working Party	Chair <u>Cllr Gandy</u> / Vice Chair Cllr Braley Steve Skinner	Last meeting - 24th February 2010.
7.	Grants Panel	Chair / Vice Chair Cllr Braley Angie Heighway	Next meeting – to be arranged.
8.	Member Development Steering Group	Chair <u>Brunner</u> / Vice-Chair Cllr Braley Steve Skinner / Trish Buckley	Last meeting – 23rd March 2010
9.	Procurement Steering Group	Chair <u>Cllr Braley</u> / Vice-Chair Cllr Hall Sue Hanley	Last meeting – 18th January 2010.

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10.	Church Hill District Centre – Members' Panel	Chair <u>Cllr B Clayton</u> Jim Prendergrast	Next meeting - 24th August 2010
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22. APPENDICES

None.

AUTHOR OF REPORT

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ACTION MONITORING

Portfolio Holder(s) / Responsible Officer	Action requested	Status
13th January 2009		
Cllr Gandy / Executive Committee	Third Sector Task and Finish Group The Executive to consider the further work to be undertaken (detailed in recommendation 5) and come back with suggestions for further work in due course.	Awaiting further consideration by relevant Members.
27th January 2010		
Cllr Gandy / A Heighway	Single Equalities Scheme Members requested that a report/action plan be submitted to a future meeting of the Committee or Council detailing what the Council, as Community Leader, expected to receive in terms of education provision for the Borough and its children and young people.	
Cllr Braley / Property Services Manager / B Haycock / T Kristunas	Easemore Road Site – Consultation with Tenants Officers undertook to carry out a basic check of all such Leases held by the Council by the end of the financial year.	Review completed. Information passed to Head of Finance and Resources.

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Portfolio Holder(s) / Responsible Officer	Action requested	Status
3rd February 2010		
Cllr Braley / T Kristunas	<p>Initial Estimates 2010/11</p> <p>Officers to write, in the first instance, to Worcestershire County Council highlighting the increasing pressure on the Council's budgets for staff pensions.</p>	
26th May 2010		
C Gandy / H Bennett	<p>Council Plan 2010-13</p> <p>Officers undertook to circulate a definition of the acronym GV to Members of the Committee following the meeting.</p> <p>Amendments to be made to the Plan to reflect Members' comments on layout and content.</p>	
B Clayton / L Tompkin	<p>Capital Budget Provision 2009/10 and 2011/12 for Asbestos Removal</p> <p>Officers were requested to include a detailed update on asbestos removal as a separate appendix to the forthcoming half-yearly report on the Housing Capital Programme.</p>	Report includes an appendix on the Asbestos spend for 2010/11

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Portfolio Holder(s) / Responsible Officer	Action requested	Status
16th June 2010		
M Braley / T Kristunas	<p>Quarterly Budget Monitoring – Quarter 4</p> <p>Officers undertook to provide:</p> <ol style="list-style-type: none"> 1. Councillor Chance with additional information regarding Item 8 Debit; and 2. all members of the Executive Committee a breakdown of amounts held in specific reserves from public donations. 	
M Braley / H Bennett / J Godwin / T Kristunas	<p>Quarterly Performance Monitoring – Quarter 4</p> <p>Officers undertook to provide:</p> <ol style="list-style-type: none"> 1. Councillor Chance with additional information on the percentage of Council Tax collected by the Authority in the year (BV009) and One Stop Shop: customer satisfaction (WMO 003) 2. all members of the Executive Committee with information relating to adult participation in sport and active recreation (NI008) both countywide and nationally. 	Information relating to participation in sport circulated to the Committee (22nd June)

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Portfolio Holder(s) / Responsible Officer	Action requested	Status
28th July 2010		
M Braley A de Warr	Officers undertook to speak to Councillor Anderson following the meeting regarding the reliability of the system for forwarding external telephone calls to specified extension numbers via the Council's telephone system [Worcestershire Hub Review]	We are aware of an intermittent problem with the automated transfer of calls to an extension from the main switchboard number. This is specific to Redditch, not a wider Hub issue. We are currently trying to find a solution which is both affordable and sustainable.
Note:	<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 28/07/10