

# Executive Committee

Thursday 2 December  
2010  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

# Access to Information - Your Rights

---

The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business undertaken in private) for up to six years following a meeting.
- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:  
[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

---

**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact  
Denise Sunman  
Committee Support Services**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH  
Tel: (01527) 64252 ext 3270 Fax: (01527) 65216  
e.mail: [denise.sunman@redditchbc.gov.uk](mailto:denise.sunman@redditchbc.gov.uk) Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

---

### **Agenda Papers**

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

### **Chair**

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

### **Running Order**

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

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

### **Decisions**

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

### **Members of the Public**

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

### **Special Arrangements**

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

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

### **Further Information**

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

### **Fire/ Emergency instructions**

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

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

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

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

**The emergency Assembly Area is on Walter Stranz Square.**

# Declaration of Interests: Guidance for Councillors

---

DO I HAVE A "PERSONAL INTEREST" ?

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

**OR**

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

**and**

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

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

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



# Executive

## Committee

Thursday, 2nd December, 2010

7.00 pm

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

|   |  |
|---|--|
| <p><b>1. Apologies</b></p>  | <p>To receive the apologies of any Member who is unable to attend this meeting.</p>  |
| <p><b>2. Declarations of Interest</b></p>   | <p>To invite Councillors to declare any interests they may have in items on the agenda.</p>  |
| <p><b>3. Leader's Announcements</b></p>   | <p>1. To give notice of any items for future meetings or for the Forward Plan, including any scheduled for this meeting, but now carried forward or deleted; and</p> <p>2 any other relevant announcements.</p> <p>(Oral report)</p> |
| <p><b>4. Minutes</b><br/>Chief Executive</p>  | <p>To confirm as a correct record the minutes of the meeting of the Executive Committee held on the 10th November 2010.</p> <p>(Minutes to follow)</p>   |
| <p><b>5. Budget Update 2011/12 - Presentation</b><br/>J Pickering - Exec Director (Finance and Corporate Resources)</p> | <p>To consider an update on the budget-setting process for the 2011/12 financial year.</p> <p>(Oral Presentation)</p> <p><b>(No Specific Ward Relevance)</b></p>   |
| <p><b>6. New Cemetery - Site and Funding</b><br/>(Pages 1 - 18)<br/>Head of Environmental Services</p>                  | <p>To consider proposed locations for a new cemetery.</p> <p>(Report attached)</p> <p><b>(Various Wards)</b></p>   |

# Executive

Committee

Thursday, 2nd December, 2010

|   |   |
|---|---|
| <p><b>7. Tenant Involvement Agreement</b><br/>(Pages 19 - 30)<br/>Head of Housing</p>   | <p>To ask Members approval to implement the new Tenant Involvement Agreement as part of the Tenant Involvement Strategy Action plan approved by Members in December 2009.</p> <p>(Report attached)</p> <p><b>(All Wards)</b></p>                              |
| <p><b>8. Voluntary and Community Sector Grants Policy</b><br/>(Pages 31 - 56)<br/>Head of Community Services</p>  | <p>To consider and approve changes to the Grants Policy.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>  |
| <p><b>9. Quarterly Budget Monitoring - Quarter 2 - July to September 2010</b><br/>(Pages 57 - 74)<br/>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 2, 2010/11.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>  |
| <p><b>10. Quarterly Performance Monitoring - Quarter 2 - July to September 2010</b><br/>(Pages 75 - 92)<br/>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><b>(No Specific Ward Relevance)</b></p> |
| <p><b>11. Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 2 - July to September 2010</b><br/>(Pages 93 - 108)<br/>Head of Finance and Resources</p> | <p>To advise Members of actual performance during Quarter 2 of the Improvement Plan.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>  |

# Executive

Committee

Thursday, 2nd December, 2010

|  |  |
|--|--|
| <p><b>12. Quarterly Monitoring of Formal Complaints and Compliments - Quarter 2 - June to September 2010</b></p> <p>(Pages 109 - 126)</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><b>(No Specific Ward Relevance)</b></p>                |
| <p><b>13. Disposal of Land – “Tear Drop” adj. A441 Alvechurch Highway</b></p> <p>(Pages 127 - 136)</p> <p>Head of Finance and Resources</p>                                | <p>To consider a report on the disposal of the ‘Teardrop’ site at Abbey Stadium.</p> <p>(Report attached)</p> <p><b>(Abbey Ward)</b></p>   |
| <p><b>14. Overview and Scrutiny Committee</b></p> <p>(Pages 137 - 146)</p> <p>Chief Executive</p>  | <p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on the 27th October 2010.</p> <p>There are no recommendations to consider.</p>  |
| <p><b>15. Worcestershire Enhanced Two Tier Shared Service Joint Committee</b></p>  | <p>To consider the minutes and any recommendations arising from the most recent meeting of the Worcestershire Enhanced Two Tier Shared Service Joint Committee.</p> <p>(Minutes and/or recommendations to follow, if available)</p> <p><b>(No Specific Ward Relevance)</b></p> |
| <p><b>16. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.</b></p> <p>Chief Executive</p>  | <p>To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels, etc. since the last meeting of the Executive Committee, other than as detailed in the items above.</p>   |
| <p><b>17. Advisory Panels - update report</b></p> <p>(Pages 147 - 150)</p> <p>Chief Executive</p>  | <p>To consider, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels and similar bodies, which report via the Executive Committee.</p> <p>(Report attached)</p>  |

# Executive

Committee

Thursday, 2nd December, 2010

|   |  |
|---|--|
| <p><b>18. Action Monitoring</b><br/>(Pages 151 - 152)<br/>Chief Executive</p> | <p>To consider an update on the actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p>  |
| <p><b>19. Exclusion of the Public</b></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><b>“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.”</b></p> <p><b>Item 13 – Disposal of Land – “Tear Drop” adj. A441 Alvechurch Highway</b></p> |
| <p><b>20. Confidential Minutes / Referrals (if any)</b></p>                   | <p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>  |



REDDITCH BOROUGH COUNCIL**EXECUTIVE  
COMMITTEE**

2nd December 2010

**NEW CEMETERY - SITE AND FUNDING**

|                                 |  |
|---------------------------------|--|
| Relevant Portfolio Holder       | Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health |
| Relevant Head of Service        | Guy Revans, Head of Environmental Services   |
| Key Decision / Non-Key Decision |  |

**1. SUMMARY OF PROPOSALS**

To identify a new site, on which a cemetery can be established. To be owned and managed by Redditch Borough Council; and to agree funding for a feasibility study and the development of a timetable.

**2. RECOMMENDATIONS**

The Committee is asked to **RECOMMEND** that

- 1) **a sum of £35,000 be allocated in the 2011/12 the capital programme for the pre-planning permission survey works and any preliminary civil works of the chosen site so that a report can be brought to a future meeting of the Executive Committee regarding future capital funding requirements; and**  
  
**subject to which, to RESOLVE that**
- 2) **the location of the new cemetery site at Brooklands Lane be approved by members; and**
- 3) **expenditure of up to the sum agreed by the Council at 1) above be approved in accordance with Standing Order 41, for the purposes defined in the report.**

**3. BACKGROUND**

- 3.1 Redditch Borough Council operates and manages three cemeteries Plymouth Road, Edgioake Lane and Abbey Cemetery and one closed church yard at Feckenham.
- 3.2 Plymouth Road is closed to new burials, Edgioake Lane Cemetery has approximately 25 years burial provision available and Abbey now has approximately 4 years left. These figures are only indicative based on

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

trends; however they can change for a number of reasons. Some reasons include greater take up of exclusive right reservation, unsuitable ground conditions leading to plots being made unavailable and high death rates to name but a few.

- 3.3 It is with this in mind that preliminary work has been carried out by Officers on sites located at Ipsley Church Lane, Brooklands Lane and Foxlydiat Woods Brockhill Lane.
- 3.4 Two prime sites for the development had been identified and a legal appraisal commissioned to ensure there were no fundamental legally based issues which would eliminate them from further consideration. As none were found, the various evaluations for both sites have been progressed. A third site will also be included although a legal appraisal has not been commissioned as this site has only recently been identified.

**4. KEY ISSUES**

- 4.1 Abbey Cemetery is quickly running out of burial space. It is therefore a priority to look at sites within this area of the borough. There is a need to identify new burial land as matter of increasing urgency. With this forward planning the Authority should identify, in order of preference, a new site designing the chosen site as a cemetery which is a place of beauty and not a 'blot on the landscape'.
- 4.2 A badly selected and poorly laid out cemetery will be difficult to manage. In the long term it will become expensive to administer and a constant source of concern for the Authority and for future managers. We should therefore attempt to identify a site with the future in mind.
- 4.3 Given the length of time, due to the exhaustive enquiries which need to take place on the Archaeological, Ecological, Environmental and Planning aspects of a new cemetery, Officers felt that this should now be progresses to ensure that the borough has a site for burials into the future.
- 4.4 Site selection**  
Land of gently rolling characteristics provides a good landscape effect and is suitable for burial grounds. Flat land can be monotonous, even with the addition of planting, although maintenance is generally easier and grave excavations can normally be done without problems.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

4.5 Steep contoured land should be avoided. It is both expensive to layout and consequently to maintain. Not only does it cause problems with excavations but can be a constant source of trouble in maintaining memorials.

**4.6 Size of site**

One of the major considerations is size. Obviously the larger the site the more burial capacity will be available. As a general rule approximately 800 full earth graves can be accommodated within each acre of land. Space will also be needed for roads and pathways.

**4.7 Accessibility**

The site chosen should be easily accessible, though ideally not on a busy main road. It would also be useful if the site was easily accessible by public transport.

4.8 Land near to a stream / canal / river etc should be avoided due to the potential for water-logging. Land that is known to have a high water table can cause similar problems.

4.9 The neighbouring area should be considered carefully. Noise from workplaces or schools can cause problems when people are attending a funeral or visiting a grave.

4.10 Drainage from the graves must not have the potential to pollute the domestic water supply or groundwater.

**4.11 Trial excavations**

Prior to selecting a site it will be necessary to excavate trial holes to a depth of at least 8ft (the depth of a treble depth interment). These holes should be dug in various locations around the site in order to determine the general nature of the subsoil.

4.12 The ideal soil is light sandy loam which is easily worked and drains itself. However the geology of Redditch could mean that the less favourable dense clay which is almost always wet and makes excavation both difficult and expensive to work, will be our main option.

**4.13 The available options**

**Ipsley Church Lane** – The main site is an area of 16.2 acres and has a public right of way more or less across the middle of it. There is a second area on the other side of the lane, currently known as The Arboretum, which has areas of established and dense woodland which could be developed

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

into a green burial site. The aerial views of the proposed site are shown in Appendix 5 of the background paper.

**4.14 Brooklands Lane** – This is effectively un-developed agricultural/grazing land divided into two areas one of 11.2 acres and one of 11 acres on either side of the lane. The aerial view of the proposed site is shown in Appendix 5 of the background paper.

**4.15 Foxlydiate Woods site** – this is a steep sloping mounded area of open grassland space, which forms a buffer for the Foxlydiate woodland against the Bromsgrove Highway and adjacent Brockhill Lane. The area of the site measures 10.3 acres.

4.16 All three sites are owned by Redditch Borough Council.

**4.17 Analysis of Potential Sites and Facilities Required**

Following initial meetings with relevant parties, a summary of the perceived advantages and disadvantages of each site were summarised as shown below.

Ipsley Church Lane

| <b>Advantages</b>   | <b>Disadvantages</b>   |
|---|--|
| Proximity of Near by Pub  | Presence of tournament standard Skate Board Park/BMX Track which has potential to host major national and European competitions and festivals. |
| Good Access from Main Highway – only Minor Changes required for Better Visibility | Relatively Narrow Width of Lane  |
| Land Easily Adaptable   | Potential archaeological issues Stemming from the Proximity of the Church.   |
| Less Isolated Site but Well Screened to Give Seclusion                            | Bore hole and well in centre of site.  |
| Perceived Larger Area and Less Infrastructure Required                            | Loss of Existing Amenity   |
| Space has Estimated 75 year Life  | Drainage at the Lower End  |
| Potential for Church Services   | Football Pitches   |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

|  |  |
|--|--|
| <p>Ideal topography.</p> <p>Good scope for cemetery development.</p> | <p>Public Right of Way</p> <p>Access – Possible New Entrance Required</p> <p>Widening of Lane – Probably Necessary</p> |
|--|--|

Neutral Issues: Potential for Catering: Bus Services: Cycle Path: Pedestrian Access

The Arboretum – Ipsley Church Lane

| <b>Advantages</b>  | <b>Disadvantages</b>  |
|--|---|
| <p>Potential for Woodland Burial</p> <p>Good Natural Appearance</p> <p>Closer to Buildings than location would suggest and therefore less secluded.</p> <p>Little Impact on Current Residential and Other Property</p> | <p>Assumption that it is a Woodland Site</p> <p>Potential Ground Water Issues as Soil is thought to be Clay</p> <p>Impact of the Removal of Trees on the Eco-system</p> <p>Requires the most Ground Work of all Sites but could be Considered as More Adaptable</p> <p>The Need to Remove Roots</p> |

Neutral Issues: The Need to Have the Entrance close to the Church

Brooklands Lane

| <b>Advantages</b>                      | <b>Disadvantages</b>   |
|--|--|
| <p>Available</p> <p>Good Proximity</p> | <p>Topography – Quite Hilly on the Smaller Site</p> <p>Ground Water – Drainage</p> |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

|                                   |  |
|-----------------------------------|--|
| Affects Less People               | Security – No Overlook/Need for Lighting   |
| Medium Amount of Preparation Work |  |
| Utilities Already in Place        | Access – Possible New Entrance Required    |
| Not a Cut-through or Walkway      | Widening of Lane – Probably Necessary      |
| Oast House Pub Near by            | No Horizon/Views as it Sits in a Trough    |
| Potential Parking for Horses      | Buildings Currently in Use on Smaller Site |
| Tree Planting Facility            | No existing Roadways                       |
| Blank canvas                      | Terms of Existing Leases not Known         |
| Good road links                   | Smaller Site not well Screened             |
| Near to bus service               | Underground Power Cables                   |

Foxlydiate woods site

| <b>Advantages</b>  | <b>Disadvantages</b>  |
|--|---|
| <p>Central proximity to Redditch and Bromsgrove</p> <p>Relative close proximity to current administrative base.</p> <p>Already a car park on site which could be adapted for frequent cemetery visits.</p> <p>Location away from residential area and therefore away from possible antisocial behaviour.</p> <p>Good road links.</p> | <p>Not near to public transport- does need to be a major consideration as not everyone has access to a car.</p> <p>Contours- the whole location is a steep mounded feature. This is not ideal for a cemetery as there are likely to be elderly visitors.</p> <p>Same feature make the process of grave digging harder and is a greater likelihood that spaces can be lost therefore reducing the cemetery capacity.</p> |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

|  |  |
|--|--|
| <p>Easily accessible by car</p> <p>Nice views</p> <p>Public house nearby</p> | <p>Noisy- the site is located adjacent to the main Bromsgrove highway. In its current state it does not have any buffer to that noise.</p> <p>Very exposed- it is used by kite fliers. A lot of screening and landscaping will need to be done to protect the site from noise, to assist with a feeling of seclusion and to possibly level the site.</p> <p>First impression is that there is only 20 years usable burial space available unless the mounded feature is removed.</p> <p>Difficult to separate main religious organisations roman catholic, Muslim and others including Church of England.</p> <p>Poorly drained boggy even at the summit with evidence of wetland flora.</p> |
|--|--|

4.18 There are other elements which would require further investigations in relation to the above site include;

- a) Environmental searches eg soil, ground water.
- b) Utilities. Doesn't appear to be any mains utilities.
- c) Archaeological
- d) Previous uses

4.19 It is difficult to define precisely the facilities that need to be available on site. Although it is desirable that the site have a service chapel, however, toilet facilities and multiple water points for use by visitors would be the priority. It is a moot point whether or not in the early stages of development it would be economic to have a café/catering facility on site, although it should be noted that these are becoming increasingly popular. Visitor forecasts, based on experience at the current Cemetery, will need to be calculated in order to judge the viability of more optional services. The overriding concern should be the availability of land for future burials as any infrastructure would reduce the potential for longevity of the site.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**4.20 Stakeholders' Opinions and Reports**

The following policies and guidance notes are included in full as Appendices within the Appendix - feasibility study, which is available on request:

- Appendix 6 - Connecting Redditch – Community Facilities Cemeteries – Policy C(CF) Point 2
- Appendix 7 - Summary Notes from the Environment Agency on New Cemetery Provision
- Appendix 8 - Assessing the Groundwater Pollution Potential of Cemetery Developments
- Appendix 9 - Requirements for an Archaeological Evaluation at Two Proposed Cemetery Sites
- Appendix 10 - Ecologist Report by Peter Gondris
- Appendix 11 - Environmental Report by Mark Holland

**4.21 Summary Comparison of the Alternative Sites**

In overall terms, all sites have the potential to provide a new cemetery facility for Redditch Borough Council.

4.22 On two prime criteria, namely the cost of development and the extent of the facilities that would be available if equal capital sums were invested in each site, Ipsley Church Lane and its associated arboretum would be seen as having the advantage over both the Brooklands Lane and Foxlydiate Woods site.

4.23 However, its adoption would not be without penalty and therefore the advantages have to be balanced against the loss of the existing amenity of being an open public space which has a public right of way across it. The impact and social effects of a cemetery here also needs to be assessed in relation to the presence of nearby leisure facilities such as the skateboard park, the tournament standard BMX track with its proposed festival expectations and the football pitches.

4.24 In terms of ecological and physical restraints, in relation to the main Ipsley Church Lane site, there is a concern that drainage at the lower end of the site may restrict the ultimate capacity of the cemetery.

4.25 There are also potential groundwater issues to be addressed in relation to the arboretum, because the soil is mainly clay, as well as the need to assess the ecological impact of removing trees and roots from this area.



**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

4.26 The two possible areas for development in Brooklands Lane do not impact any existing public amenities and leisure facilities. However, the topography of the smaller site is quite hilly and will require additional heavy landscaping to realise the potential.

4.27 There are no existing paths or roadways within either site so then the development of these would require a level of investment .

4.28 The smaller site on Brooklands lane is not well screened so a detailed long-term tree planting scheme would need to be put in place.

4.29 The believed presence of underground power cables is a very definite concern and the decision will ultimately be dependent upon the lease agreements, as to whether they are relocated or removed.

4.30 This site does not have the horizon or views from it that Ipsley Church Lane offers and therefore trying to create an environment of openness and tranquillity is likely to be a challenge.

4.31 The area adjacent to the Foxlydiat woods has not undergone the same initial searches as the two other sites but the gradient of the area does not lend itself to be a good alternative. The topography is steep throughout most of the site which in itself reduces the availability of useable ground for burial.

4.32 The obvious and easy decision on balance for reasons of loss of amenity, cost and ultimate benefit to the bereaved, would be to assess the potential of the Brooklands Lane site first.

**4.33 Phasing of the development**

As a general guide there are phases of cemetery development. These will start once a site has been identified.

**4.34 Stage 1 - Site survey, feasibility study, risk assessment and liaison with the Environment Agency**

The overall aim of this stage is to provide sufficient information such that the viability of the proposed development can be assessed, and a detailed project plan can be developed. Stage 1 normally comprises a Tier 1 risk assessment a topographic survey, geophysical (soil) survey, site technical appraisal (excavation of test pits, removal of soil samples for laboratory analysis etc), production of outline development/construction options to mitigate risk to the environment, and liaison with the Environment Agency (EA). For sites considered against EA criteria to be of intermediate or high risk to the environment, more detailed investigative work will be conducted

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

to conform to the requirements of Tier 2 or Tier 3 risk assessments. This may include the installation of dipwells to facilitate the monitoring of groundwater over an extended period.

**4.35 Stage 2 - Design**

This will take into account all of the information gathered during Stage 1, this stage is develop the design which will form the basis for producing a set of detailed designs, specifications, bills of quantities and construction drawings for the project.

The resulting detailed design and specification will be scientifically sound in terms of addressing the specific issues prevailing at the site, and will provide the basis for the production of tender documentation for potential contractors

**4.36 Stage 3 - The Tender Process**

Depending on requirements, this is where the production of all of the necessary documentation required for the tender process.

**4.37 Stage 4 - Project Management**

**5. FINANCIAL IMPLICATIONS**

5.1 There is a recommendation that £35 000 be allocated from the capital budget to allow the initial work to be carried out. If these investigations show that the Brooklands Lane site is unsuitable as a cemetery then further sites would need to be brought back to the executive committee. This would require additional investigation costs.

5.2 Once the initial phase has been carried out there will be an additional funding requirement to carry out stage 2, 3 and 4. Although this figure cannot yet be defined, indicative costs have been advised at £250k -£300k for the first hectares development. This figure would include civil works to incorporate approximately 1600 burials. The development of the second hectare onwards would cost between £40k - £70k

5.3 There will still be a cost of carrying out burials and maintenance of the existing burial sites even when closed to new burials in addition to the cost of carrying out burials and maintaining the new cemetery. This will include the provision of additional maintenance staff.

5.4 Budgetary provision does not exist for this development.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

**6. LEGAL IMPLICATIONS**

Local Authorities Cemetery Order 1977 must be adhered to when identifying a new location for a cemetery.

**7. POLICY IMPLICATIONS**

C (CF).2 Connecting Redditch - Community Matters.  
Appendix 6 of Feasibility study - Appendix 1,

**8. COUNCIL OBJECTIVES**

The new cemetery will encompass aspects of all the council objectives but with a focus on the clean and green priority. The new cemetery will meet all aspects of council's values and deliver a quality service that meets the needs of its residents, that of a continuation of a choice between burial and cremation.

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

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

- a) The main risk is that of agreeing to the site(s) and none of the chosen options being usable following specific environment agency investigations.
- b) Long term commitment to the provision of a cemetery.
- c) Adverse publicity in relation to the chosen location.

9.2 These risks are being managed as follows:

- a) The main risk is that of agreeing to the site(s) and none of the chosen options being usable following specific environment agency investigations.

9.3 Risk Register: n/a

Key Objective Ref No: n/a

Key Objective: *Maximise collection of Council Tax and Business Rates*

9.4 Long term commitment to the provision of a cemetery including financial commitment.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

- 9.5 *Risk Register: n/a*  
Key Objective Ref No: n/a  
Key Objective: n/a  
a) Adverse publicity in relation to the chosen location
- 9.6 *Risk Register: n/a*  
Key Objective Ref No: n/a  
Key Objective: n/a
- 9.7 Currently the risk identified in the first, second and third bullet points in 9.1 are not addressed by any risk register and will be added to the (*insert appropriate name e.g. Financial Services*) risk register as follows:
- 9.8 Management of risks identified above
- 9.9 Actions
- 9.10 Risk 1- Continue to search for available land for future burial, this land may have to be purchased at additional costs not included in this report or be land available outside the Redditch Borough Council boundary the same may apply.
- 9.11 Risk 2- Provide a wide choice of burial and memorial options to offset any costs which will initially and in future be incurred by the authority.
- 9.12 Risk 3- Allow adequate consultation during the planning process, following stage one environment agency investigations.
- 10. CUSTOMER IMPLICATIONS**
- 10.1 The loss of the use of a cemetery for residents of Redditch Borough would reduce the choice in relation to death. If a site were not identified and developed would mean that they are either cremated, buried locally in a private woodland style cemetery, buried in their local parish church yard or have to be buried outside of the Redditch boundary, this may include a none resident tariff.
- 10.2 The specific customer implications relating to the 3 site options can be drawn from the advantages and disadvantages as listed above.
- 10.3 Due to the sensitivity of the proposals weighed against the pressing need to locate a new site for burial, it is important that recommendations are

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

communicated to the customer. This will take form during the planning and design process, once the preferred list is approved and the environment agency are satisfied with the chosen location following site investigations.

- 10.4 Internal customers will be affected as whichever site is chosen work to maintain the site will be called upon.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

Depending upon the site chosen the new cemetery will provide the opportunity and capability to offer a number of alternative styles of burial as well as a greater range of memorial styles to provide greater emphasis on creativity, in addition areas for specific faith groups could be facilitated, something which in a dwindling area we have been unable to enhance for some years.

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

- 12.1 No other sites have been identified by Officers as being available for development. But the loss of cemetery amenity for residents would limit choice (as above) for residents when deciding their final resting place.
- 12.2 Variety of memorial and burial schemes can offset maintenance costs associated with cemetery management.
- 12.3 Both asset management and procurement will be involved when the development begins.

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

Whichever site is identified as the location for the new Redditch Borough Council cemetery, a great opportunity will exist to develop the cemetery in line with industry thinking in this field. Areas will be marked and designed with the eco-system in mind. All three sites offer the opportunity to encourage biodiversity.

**14. HUMAN RESOURCES IMPLICATIONS**

The identification, planning, design and development of the new cemetery will involve a number of internal departments, but not directly specific to human resources.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None.

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

The public cemetery will need to be safe and secure. This will require a gentle balance of aesthetic screening incorporating security features such as fencing. There will also be a need to provide security measures when the cemetery is not open to the public.

**17. HEALTH INEQUALITIES IMPLICATIONS**

None identified.

**18. LESSONS LEARNT**

The bereavement service industry has a very good network of people and organisations that have been through this process and are always available to assist and advise including a number them working within neighbouring authorities. Currently of the areas looked at, Brooklands Lane appears to be the only suitable site (subject to the site evaluation)and if this proves not to be the case, officers would need to bring a further report on alternatives back to the Executive Committee.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

Not applicable at this juncture. However, once a site has been identified this will form part of the planning process.

**20. OTHERS CONSULTED ON THE REPORT**

|  |     |
|--|-----|
| Portfolio Holder   | yes |
| Chief Executive  | no  |
| Executive Director (S151 Officer)<br><i>(must approve Financial Implications before<br/>report submitted to Leader's Group/Portfolio<br/>Holders Briefing)</i> | yes |
| Executive Director – Leisure, Cultural,<br>Environmental and Community Services  | yes |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

|  |     |
|--|-----|
|  |     |
| Executive Director – Planning & Regeneration, Regulatory and Housing Services  | yes |
| Director of Policy, Performance and Partnerships   | no  |
| Head of Service<br><i>(i.e. your own HoS)</i>  | yes |
| Head of Resources<br><i>(<u>must</u> approve significant HR Implications before report submitted to Leader's Group/Portfolio Holders Briefing)</i> | no  |
| Head of Legal, Equalities & Democratic Services<br><i>(for approval of any significant Legal Implications)</i>                                     | no  |
| Corporate Procurement Team<br><i>(for approval of any procurement implications)</i>  | no  |

**21. WARDS AFFECTED**

All wards will be affected if no site is positively identified but cemetery options are located in abbey ward (Brooklands Lane), Matchborough Ward (Ipsley Church Lane) and Batchley Ward (Brockhill Lane).

**22. APPENDICES**

Appendix 1 - Feasibility Study carried out by Goldray Ltd. Available on request

**23. BACKGROUND PAPERS**

None.

**AUTHOR OF REPORT**

Name: Ian N Gregory  
E Mail: ian.gregory@redditchbc.gov.uk  
Tel: 01527 62174





**B98 8PX - Brooklands Lane**





**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**2<sup>nd</sup> December 2010**TENANT INVOLVEMENT AGREEMENT**

|                           |  |
|---------------------------|--|
| Relevant Portfolio Holder | Councillor Clayton, Portfolio Holder for Housing, Local Environment and Health |
| Relevant Head of Service  | Liz Tompkin – Head of Housing  |
| Key Decision              |  |

**1. SUMMARY OF PROPOSALS**

The purpose of this report is to ask members to approve the new Tenant Involvement Agreement which is the Council's recognition criterion for formal resident panels and guidance to enable tenants and residents to be actively involved with the delivery of housing services.

**2. RECOMMENDATIONS**

**The Committee is asked to RECOMMEND that**

**the new Tenant Involvement Agreement (Appendix 1) be adopted.**

**3. BACKGROUND**

- 3.1 Tenant Involvement has been themed throughout housing services since the mid 1990's in the formation of tenant groups and the Borough Tenants Panel the umbrella group over all local groups.
- 3.2 In June 2006 Members approved the Borough Wide Tenant Compact which is an agreement between Redditch Borough Council and its Tenants.
- 3.3 Since 2006 Tenant Involvement has moved forward considerably and inspectorates of Housing have themed involvement with tenants as high priority.
- 3.4 Central Government was the driver behind involving tenants in housing and as a result of this Officer's presented Members with Housing Services first Tenant Involvement Strategy which was approved in December 2009.
- 3.5 In order to modernise Tenant Involvement in Housing a 3 year action plan was devised within the Tenant Involvement Strategy and as part of our modernisation we committed to review the existing Borough Wide Tenant compact with our tenants and draw up a new modern agreement.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2<sup>nd</sup> December 2010**

---

- 3.6 The compact was reviewed by Officers and research into other housing providers tenant agreements was undertaken. As a result of this a new draft 'Tenant Involvement Agreement' was drawn up
- 3.7 It is imperative that our Tenants are consulted on any documents; therefore, the draft has been presented to our all of our resident groups that are currently constituted for consultation and feedback.
- 3.7 The final document has been produced taking into account our tenants views and was taken to Borough Tenants Panel on 20<sup>th</sup> October 2010 for sign off.

**4. KEY ISSUES**

- 4.1 Tenant involvement is considered to be central element of good service delivery in housing.
- 4.2 An agreement for recognition criteria and guidance for formal panels who want to be actively involved in how local housing services are delivered is considered to be best practice and will also contribute to Redditch Borough Council's commitment to offer as many involvement opportunities in parallel with the Tenant Involvement Strategy.
- 4.4 In consultation with tenants a new 'Tenant Involvement Agreement' to replace the existing 'Borough Wide Tenant Compact' has been produced (Appendix 1).

**5. FINANCIAL IMPLICATIONS**

Within existing budgets.

**6. LEGAL IMPLICATIONS**

Under Section 111 of the Local Government Act 1972, the Council has the power to do anything (whether or not involving expenditure, borrowing or lending of money or acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental, to the discharge of any of its functions.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2<sup>nd</sup> December 2010

---

**7. POLICY IMPLICATIONS**

- 7.1 Tenant Involvement Strategy and Action plan December 2009.
- 7.2 Tenant Services Authority, a new regulator to ensure tenants have the opportunity to be involved in management of housing. The Tenant Involvement and Empowerment' standard.
- 7.3 Public policy
  - 1. Strong and Prosperous Communities
  - 2. Cave review
  - 3. Housing and Regeneration bill
  - 4. Duty to involve

**8. COUNCIL OBJECTIVES**

- 8.1 Housing Service Business plan key deliverable, in partnership with tenants increase the opportunities for tenant involvement in decisions on their services.
- 8.2 The vision for Redditch Sustainable Community Strategy, adopted by Council on 27 October 2008 is for 'Redditch to be successful and vibrant with sustainable communities built on partnership and shared responsibility. Shared responsibility promotes active community participation

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

None identified.

**10. CUSTOMER IMPLICATIONS**

None identified.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

None identified, impact assessment completed.

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

None identified.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**2<sup>nd</sup> December 2010**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.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None identified.

**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 |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**2<sup>nd</sup> December 2010

|  |     |
|--|-----|
| 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: Redditch Borough Council Housing Services Tenant Involvement Agreement.

**23. BACKGROUND PAPERS**Existing Borough wide Tenant Involvement Compact  
Tenant Involvement Strategy and Action Plan 2009-12  
Tenant Involvement Agreement Equality Impact Assessment**AUTHOR OF REPORT**Name: Jayne Bough (Housing Services Manager).  
E Mail: jayne.bough@redditchbc.gov.uk  
Tel: 01527 64252 or Extn: 3131





## REDDITCH BOROUGH COUNCIL HOUSING SERVICES TENANT INVOLVEMENT AGREEMENT



This Tenant Involvement Agreement is the Council's recognition criteria for formal Panels and guidance to enable tenants and residents to be actively involved with the delivery of housing services.

The agreement is also part of the Council's commitment to offer as many opportunities of involvement in parallel to Redditch Borough Council's Tenant Involvement Strategy.

This agreement has been developed in consultation with Tenant representatives.

There are different ways in which tenants can become involved; however, in order to be formally recognised by Redditch Borough Council and to be involved in decision making that affects how Services are delivered Panels must have a constitution.

### **Constitution:**

Panels must have a constitution that:

- Shows the Council it is accountable, representative, open and honest.
- Demonstrates inclusiveness through an equal opportunities statement that is regularly reviewed.
- Have clear aims and objectives to include making their local area a better place to live by working together.
- Has a code of conduct and clear and open procedures for election and suspension of members.
- Is not party-political.
- Identify the geographical area they are representing.
- States clearly how changes can be made to the constitution.

## **Agreement Standards**

### ***Meetings:***

Panels must:

- Hold three general meetings a year as a minimum, one of which shall be an AGM.
- Have a quorum (the number of people who must attend meetings) of 4 - 6 tenants or residents.
- Any resident living in the area may join a group but have no voting rights on tenant related matters e.g., Capital improvement programme.
- Notify Tenant Involvement Officers of all meetings and invite area Officers to attend.

### ***Committee:***

Panels must:

- Have a committee that live in the area they represent and consists of as a minimum, Chair, Secretary and Treasurer. (If applying for grant funding).
- Have a committee that is elected at the AGM.
- Elect up to 2 of its members to join the Borough Tenants Forum.
- When a decision is required by vote each member present is entitled to one vote with decisions by simple majority. The chair has a casting vote.

### ***Communication:***

Panels must:

- Produce regular newsletters or other written communication for their members.
- Provide notice of meetings.
- Produce a brief, written annual report which is given to Redditch Borough Council.

### ***Finance:***

To be eligible for an annual running grant Panels must:

- Hold a bank account in the name of the Panel.
- Produce independently audited accounts every year or if a change of Treasurer occurs.
- Have a least 3 nominated signatories (to include the Treasurer) for the bank account (only 2 to sign at any time).
- Make the latest bank statements available at all committee meetings.
- Balance sheet to be made available at the AGM.

### **Performance Development Panel Agreement**

The Performance Development Panel is responsible for monitoring and reviewing Tenant Involvement as well as housing performance.

The Panel will meet bi-monthly and agenda's will be set with the Chair and Tenant Involvement Officers.

Membership of the group will consist of the following:

- Chair (Tenant)
- Vice Chair
- 2 Co-opted Local Councillors
- A maximum of 2 members from each recognised Community Panel
- Tenant Involvement Officer (support – no voting rights)
- Volunteers from the database of interest or any involvement groups/panels to undertake Mystery Shopping.
- Representative from the Housing Services Wider Management Team (depending on the service area that is being monitored or reviewed).

Information discussed during these meetings will be fed back to the Borough Tenants Forum as a standard Agenda item and will be the responsibility of the Chair and Tenant Involvement Officer.

An AGM will be conducted annually where the Chair and Vice Chair will be elected and an annual action plan produced.

All members of the Forum must comply with the Tenant Involvement Agreement Standards and Code of Conduct.

An annual budget will be provided for this Panel and will be held by Tenant Involvement Officers.

### **Borough Tenants Forum Agreement**

The Borough Tenants Forum is the umbrella group of Tenant Involvement and is representative of all groups and panels.

The Forum will meet bi-monthly and agenda's will be set with the Chair and Tenant Involvement Officers.

Membership of the group will consist of the following:

- Chair (Tenant)
- Vice Chair
- 2 Co-opted Local Councillors
- A maximum of 2 members from each recognised Community Panels
- Tenant Involvement Officer (support – no voting rights)

NB: Non-tenants can be part of the Forum; however, hold no voting rights on any housing related matter.

It is the responsibility of the Members of the Forum to feedback and consults with members within their local Community Panels.

An AGM will be conducted annually where the Chair and Vice Chair will be elected and an annual action plan produced.

The purpose of the Forum is to focus on strategic aims of involvement and to be consulted on council documents such as policies and procedures where key decisions will be reached. An annual action plan will be produced in line the Councils Forward Plan and Overview and Scrutiny Committee planned actions.

All members of the Forum must comply with the Tenant Involvement Agreement Standards and Code of Conduct.

An annual budget will be provided for this Panel and will be held by Tenant Involvement Officers.

### **Involvement in the Housing Advisory Panel**

The Housing Advisory Panel is a panel of local Councillors specifically elected to oversee Housing and is chaired by the Portfolio Holder for Housing. Officers are invited to the Panel to present any information central to the delivery of Housing Services.

The Panel meet 4 times and year and the Chair from the Borough Tenants Forum (or representative in their absence) are co-opted onto the Panel.

### **Involvement in Overview and Scrutiny Reviews**

Any member of the community is entitled to request to be involved in a Scrutiny Review being under taken by the Overview and Scrutiny Committee.

In Housing related reviews Members of any panel or group are encouraged to become involved and information upon request will be provided by Tenant Involvement Officers.

To express an interest in becoming part of an Overview and Scrutiny review should be done by contacting either the Councils Committee Services or the Chair of the Overview and Scrutiny Committee.

**De-recognition:**

The Borough Tenants Forum is the umbrella group of representatives from all groups and includes local Councillors.

The Forum has responsibility for tenant involvement and will make the final decision on whether a Panel should continue to be recognised. A Panel will only be de-recognised as a last resort.

Any grant funding will be returned to the Council should a group be de-recognised.

**Code of Conduct:**

It is a condition of all groups, panels and forums that members behave in an appropriate way. Members must promote good working relationships and practice and abide by this Code of Conduct.

- All members shall commit themselves to promote equal opportunities within the community and within their memberships.
- Members must not be political
- At meetings members should speak through the Chair and conduct themselves in a manner which will not cause offence to another person or bring the role of the group into disrepute. This includes
  - Racist, sexist or other inflammatory remarks
  - Preventing other members from having a say and
  - Refusing to accept instructions from the chair.
- The Chair has a right to ask any member behaving in such a manner to leave the meeting.
- Any group member may be excluded from the group, panel or forum for breach of the Code of conduct by a majority vote.
- Any member that has been excluded has the right of appeal to the Tenant Involvement Team.



REDDITCH BOROUGH COUNCIL**EXECUTIVE  
COMMITTEE**

2nd December 2010

**VOLUNTARY AND COMMUNITY SECTOR GRANTS POLICY**

|                           |   |
|---------------------------|---|
| Relevant Portfolio Holder | Cllrs Carole Gandy, Leader of the Council and Michael Braley, Portfolio Holder for Corporate Management |
| Relevant Head of Service  | Angie Heighway, Head of Community Services  |
| Key Decision              |   |

**1. SUMMARY OF PROPOSALS**

- 1.1 The Executive Committee is requested to consider changes to the Grants Policy 2010 to ensure the Council's voluntary sector grant funding provides value for money and increased access for voluntary and community sector organisations.
- 1.2 The Executive Committee is also requested to recommend the themes for the Voluntary and Community Sector (VCS) grants process for 2011/12.

**2. RECOMMENDATIONS**

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

- 1) the updated Voluntary Sector Grants Policy attached to the report at Appendix 1 be approved;
- 2) the following themes and percentages of funding be allocated for the 2011/12 voluntary and community sector grants process:
  - **Enterprising Communities** - 55% = £130,000
  - **Safe/ Clean & Green** - 8% = £ 20,000
  - **LSP theme - Health and Wellbeing** - 8% = £ 20,000
  - **LSP theme - Education** - 25% = £ 60,000
  - **LSP theme – Stronger Communities** - 4% = £ 9,000
- 3) **£2,000 be re-allocated from the existing Grants budget for the use by the Grants Team to deliver:**
  - **workshops, networking and promotional events;**
  - **advertising and communication support;**
  - **newsletters; and**

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

- support packages;

and

**the Executive Committee is asked to RESOLVE that, subject to the Council's approval of the above recommendations 1) & 2),**

- 4) authority be delegated to the Head of Community Services, in consultation with the Grants Panel, to agree the allocation of community grants under the Local Strategic Partnership 'Stronger Communities' theme.**

**3. BACKGROUND**

- 3.1 There is increasing awareness of the role the Voluntary and Community Sector can and does play in local communities, in particular contributing to community empowerment, local partnerships and the design and delivery of public services. By adopting a pro-active plan of engagement with the local VCS, Redditch Borough Council will be in a position to support significant improvements in the way that it works with the third sector to achieve stronger more sustainable communities and better outcomes for local people.
- 3.2 Following an Overview and Scrutiny Committee review in 2008, a more transparent and inclusive grants scheme was agreed. The 2010 Grants Policy has been reviewed taking on board issues raised by Officers, the Grants Panel and VCS organisations.
- 3.3 To ensure that the Council moves forward and delivers grants that provide value for money, Officers have suggested changes to the current policy (see Appendix 1) that will allow the sector to grow and build stronger partnerships both with Redditch Borough Council and other organisations and meet the long term needs of the local VCS.
- 3.4 Redditch Borough Council can help facilitate the building of effective relationships with our local VCS organisations, who will then have the opportunity to contribute to the Council's priorities by improving local services; strengthening democracy; achieving increased value for money; and in leadership and 'place-shaping'.



**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**4. KEY ISSUES**

- 4.1 The Council needs to ensure that it has a transparent and fair grants scheme. This policy relates to the 'investing' and 'giving' element of the funding framework.
- 4.2 The 'Shopping' element forms part of the Council's procurement process. The Grants scheme should support and encourage the local VCS community to grow and become sustainable.
- 4.3 The Council will deliver a Support Package to assist VCS organisations to become self sustaining / funding which in turn will build capacity and the skill base within the Sector, thus increasing the viability of well managed Voluntary Sector organisations.
- 4.4 The Investing element of Redditch Borough Council's grant scheme may during the application process become undersubscribed. In order for the grant funding to remain a positive supporting scheme we can mitigate any negative funding issues by agreeing that the remaining funding allocation is transferred into the Stronger Communities giving element which encourages localised current project delivery by Local Community groups.
- 4.5 Officers are working with the Council's Economic Development and Procurement Teams to enable collaborative working to take place with both external funders and our local VCS organisations / groups to provide the VCS with the skills and knowledge to become sustainable.
- 4.6 It is proposed that £2,000 should be allocated from the grants budget for the use by the Grants Team to enable delivery of:
- Workshops, networking and promotional events
  - Advertising and communication support
  - Newsletters
  - Support packages.
- 4.7 To enable the Council to deliver its grants programme, Officers will need to work closely with the Communications Team to ensure that a full and informative guide to the new procedure is implemented and that Officers are engaging with the full range of VCS organisations and groups within the local area.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

- 4.8 There is a need to support and up skill the vibrant Redditch VCS for growth. Working with the sector Officers can reduce the reliance on Redditch Borough Council for grants, which in turn will help the organisations to become self sufficient and give them a broader base of funding streams to help build and sustain them.
- 4.9 Local Authorities will be expected under the 'Big Society' banner to support and help build capacity and up-skill those organisations operating within the third sector.
- 4.10 The 'Shopping' element of the funding framework does not form part of this Policy as the procurement of services is dealt with by the Council's Procurement Strategy. Officers are identifying how they can work with the VCS to ensure they are engaging with the sector to look at delivery via Redditch Borough Council's procurement process.
- 4.11 After reviewing the 2010/11 grants programme, Officers noted that there were no applications from smaller community groups. For the 2011/12 grant programme, Officers propose a mechanism for funding smaller community projects and to put into place a funding pot to ensure the Council meets the needs of these grassroots organisations for 2011/12.
- 4.12 Officers are proposing the level of split between the relevant themes based on the current priorities and needs of the Borough. Following the announcement of the Comprehensive Spending Review and the current economic climate it was considered that the largest funding stream should be for the priority of enterprising community.
- 4.13 Officers considered that the remaining themes and priorities had significant mainstream funding in tackling issues and there were fewer opportunities for the VCS to make impacts on the outcomes of these.
- 4.14 Below are the proposed timescales for the 2011/12 Grant programme. By adopting the proposed allocation of grants for 2011/12, Redditch Borough Council's grants programme will have the opportunity to support 20 projects from the main grant themes with up to 18 community grants being allocated throughout 2011/12.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

| <b>Process for Main grants programme</b>         | <b>Timescale</b>  |
|--|---|
| Launch of the 2011/12 Grant Process              | Tuesday 14th December 2010<br>Update timetable per conversation |
| Application deadline                             | 4.00pm Thursday 20th January 2011                               |
| Initial screening out of ineligible applications | Friday 22nd January 2011  |
| Full assessment of applications by Grants Panel  | February 2011   |
| Executive Committee                              | 17th March  |
| Successful and unsuccessful applicants informed  | 21st March  |
| First instalment of funding released             | 1st April 2011  |

| <b>Process for Community Grant programme</b>  | <b>Timescale</b>                   |
|---|------------------------------------|
| Launch - 1st Round  | Tuesday 14th Dec 2010              |
| 1st Application deadline for projects to commence from April 1st (Funds Released)   | 4pm, Thursday 20th January 2011    |
| Launch - 2nd Round – Theme  | Monday 14th March                  |
| 2nd Application deadline for projects to commence from July 1st (Funds Released)    | 4pm Friday 8th April 2011          |
| Launch - 3rd Round - Theme  | Monday 20th June                   |
| 3rd Application deadline for projects to commence from 3rd October (Funds Released) | 4pm Friday 15th July               |
| Assessment of applications  | Within 14 working days of deadline |
| Successful and unsuccessful applicants informed                                     | Within 21 working days of deadline |

**5. FINANCIAL IMPLICATIONS**

The total budget for grants to voluntary organisations for 2011/12 is £241,000. The proposed provision of £2,000 to deliver support and events throughout 2011/12 will leave £239,000 available to allocate as grant to outside bodies.

**6. LEGAL IMPLICATIONS**

- 6.1 Under Section 137 of the Local Government Act 1972, the Council has the power to incur expenditure which in its opinion is in the interest of and will bring direct benefit to its area or any part of it or all or some of its inhabitants. The direct benefit accruing must also be commensurate with the expenditure to be incurred.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

- 6.2 There is a further power to make grants to voluntary organisations providing recreational facilities under Section 19 of the Local Government (Miscellaneous Provisions) Act 1976.

**7. POLICY IMPLICATIONS**

The Policy for Award of Grants to Voluntary and Community Sector Organisations (Grants Policy) previously was agreed by Executive Committee on 10th June 2009 and Full Council on the 22nd June 2009.

**8. COUNCIL OBJECTIVES**

- 8.1 Enterprising Communities – Recognising the value of the Third Sector as an integral part of shaping and delivering better services for the citizens of Redditch. The Council can be flexible in its approach to partnership and funding so as to recognise the Third Sector's role in the sustainability of delivery of public services.

- 8.2 Safe – Specific projects that will be delivered to support and raise awareness of issues that affect Redditch citizens.

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

There is a risk that the Council could be criticised for failing to support the local Third Sector organisations or community groups in up-skilling and building the capacity to become self sustaining. To mitigate this risk, Officers propose to put into place a provision of a support package delivered by the Grant Co-ordinator to help build capacity, skills and options of alternative funding streams for the VCS organisations that are looking to strengthen their long-term future.

**10. CUSTOMER IMPLICATIONS**

Communities' expectations are rising and require services tailored to the needs of local areas and residents. By supporting the VCS organisations that receive funding from the grants scheme the Council can help them pro-actively source and successfully bid for alternative funding allowing the grants fund to move forward year on year to support new and expanding VCS organisations to deliver timely services / projects / events to the residents of Redditch.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

- 11.1 The Grants process facilitates engagement with and support for more marginalised people and promotes equality and diversity issues within the local authority.
- 11.2 Value can be added to the local VCS by ensuring transparency of grant-giving practices thus promoting fairness and diversity.

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

- 12.1 Selection of successful applications will follow scoring criteria to ensure value for money is achieved.
- 12.2 The 'Shopping' element of the Grants process will be delivered via the Council's procurement process. Training and awareness of the process will be built into the support package.

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

None identified.

**14. HUMAN RESOURCES IMPLICATIONS**

None identified.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

Members of the Grants Panel will be required to attend quarterly panel meetings.

**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  
COMMITTEE**2nd December 2010

---

**18. LESSONS LEARNT**

- 18.1 The application forms and guideline documents have been updated. This will give applicants clearer guidelines on the grants they are applying for and what information they need to submit and allows a smoother reviewing process of applications.
- 18.2 The previous policy did not promote or engage with small community groups and, with only having one bidding round, small events / projects missed out on funding as projects were required to be designed several months before their inception.
- 18.3 By not previously having a designated Grants Officer the monitoring of the grants scheme had been minimal. This did not allow the grants scheme to reach a wider range of VCS organisations and add value to the Council's priorities. In order to cultivate an atmosphere of trust and partnership working within the VCS, it has been recognised that the support of a Grants Officer will be invaluable to ensure the long-term strength and success of Redditch Borough Council's grant scheme.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

- 19.1 A workshop has been booked for November to engage with VCS organisations to help up-skill and support bid writing and the grant making process.
- 19.2 An event in December 2010 will be held to launch the new grants rounds for 2011/12. This event will be held at the Town Hall and will target all local VCS organisations. The event will include a presentation on how the grants are allocated in 2011/12 and will have a provision for organisations to access support and advice from Redditch Borough Council's Officers and BARN. Officers will also be surveying the groups to see where they historically go for advice and guidance on grants.

**20. OTHERS CONSULTED ON THE REPORT**

|  |  |
|--|--|
| Portfolio Holder(s)  |  |
| Chief Executive  |  |
| Executive Director (S151 Officer)  |  |
| Executive Director – Leisure, Cultural, Environmental and Community Services |  |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

|  |  |
|--|--|
|  |  |
| Executive Director – Planning & Regeneration,<br>Regulatory and Housing Services |  |
| Director of Policy, Performance and Partnerships                                 |  |
| Head of Service  |  |
| Head of Resources  |  |
| Head of Legal, Equalities & Democratic Services                                  |  |
| Corporate Procurement Team   |  |

**21. WARDS AFFECTED****All****22. APPENDICES**

Appendix 1 – Voluntary and Community Sector Grants Policy

Appendix 2 – Proposed Themes and Percentages -

**55% allocated to Enterprising Communities -****Total: 130k for the Delivery of Projects under the ‘Enterprising Communities’ Banner.****23. BACKGROUND PAPERS**

Policy for Award of Grants by Redditch Borough Council to Voluntary and Community Sector Organisations.

Worcestershire Compact: Link to Web-pages:

<http://www.worcestershire.gov.uk/cms/community-and-living/vcs-unit/worcestershire-compact.aspx>**24. KEY****BME – Black Minority Ethnic****LSP – Local Strategic Partnership**

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**'Place-Shaping'** – Local authorities are strategic leaders in place-shaping responding to residents' ambitions and aspirations and working with partners to deliver relevant services.

**'Third Sector'** –The voluntary sector or community sector (also non-profit sector) is the sphere of social activity undertaken by organisations that are for non-profit and non-governmental. This sector is also called the third sector.

**VCS** – Voluntary and Community Sector

**AUTHOR OF REPORT**

Name: Donna Hancox  
E Mail: donna.hancox@redditchbc.gov.uk  
Tel: 01527 64252 ext: 3015



**VOLUNTARY AND COMMUNITY SECTOR**  
**GRANTS POLICY**

**Table of Contents**

|  |    |
|--|----|
| 1. Introduction .....  | 2  |
| 2. Scope.....  | 2  |
| 3. Funding Framework .....                                     | 2  |
| 3.2 Shopping.....  | 2  |
| 3.3 Investing:.....  | 3  |
| 3.4 Giving.....  | 3  |
| 4. Purpose of Grant Funding .....                              | 4  |
| 5. Which Organisations are eligible to apply for a Grant?..... | 5  |
| 6. What will and will not be funded by a grant.....            | 6  |
| 7. Risk considerations in grant giving .....                   | 6  |
| 8. Grant Conditions .....                                      | 7  |
| 9. Assessment Process.....                                     | 8  |
| 10. Assessment Timescales.....                                 | 10 |
| 11. Monitoring .....   | 10 |
| 12. Collaborative Working .....                                | 11 |

## 1. Introduction

- 1.1 Redditch Borough Council supports Voluntary and Community sector organisations because we believe that a vibrant Third Sector is vital to our community. The Council is committed to supporting organisations that deliver projects and activities which have a beneficial impact on the local community.
- 1.2 Under Section 137 of the Local Government Act 1972, the Council has the power to incur expenditure which in its opinion is in the interest of and will bring direct benefit to its area or any part of it or all or some of its inhabitants. The direct benefit accruing must also be commensurate with the expenditure to be incurred.
- 1.3 There is further power to make grants to voluntary organisations providing recreational facilities under Section 19 of the Local Government (Miscellaneous Provisions) Act 1976.
- 1.4 This policy is written in conjunction with the “Let’s Do It Smarter – Worcestershire Compact: Funding and Procurement Code of Good Practice”. The Compact is a commitment to improve relationships between public and voluntary and community sector organisations, with a mutual objective of ‘delivering high quality, good value services and support to the local community’.

## 2. Scope

- 2.1 This policy applies only to the allocation of grants to voluntary and community sector organisations. It does not apply to any other means of financial support from the Council that may be available under other schemes.
- 2.2 This policy applies to all grant funding from Redditch Borough Council to voluntary and community sector organisations. This includes grants made available from individual service budgets.

## 3. Funding Framework

- 3.1 The Council uses the ***Shopping, Investing and Giving*** funding framework
- 3.2 **Shopping:** refers to procurement and contractual arrangements that are legally binding, where Redditch Borough Council seeks bids from external organisations to provide a specified service that Redditch Borough Council either has to provide by law, or it has made a decision to provide within its legal powers’ ***The technical differences between grants and contracts are as follows:***

*A public sector grant involves the provision of subsidy (capital or revenue) funding, by the relevant public sector body, in support of a charitable, or other public benefit, service, which the public body wishes to support, as part of fulfilling its own public benefit remit. A grant is provided on conditions aimed at ensuring the proper application of the grant funds, but not in return for anything.*

*• A public sector contract involves the provision of goods or services, to the relevant public sector body, directly in return for payment representing the price of the relevant goods or services. Terms and conditions of a contract regulate the exchange of services for payment. The Council is committed to extending the opportunities available to voluntary and community sector organisations and are committed to actively encourage the VCS to be more involved in the design and delivery of more public services because of the 'added value' they can bring.. However, this policy does not apply to those arrangements which will be managed using a contract.*

**3.3 Investing:** refers to the Council providing funding to develop the capacity of the voluntary and community sector. This may include making funding contributions to voluntary and community sector infrastructure support services, or making funding available for training or business development activities within organisations. ***This element of the funding stream will be aligned to the overall strategy of Redditch Borough Council, thus ensuring a strategic investment in VCS in order to skill up and strengthen front line VCS organisations to deliver value for money services and give a platform for the delivery of projects that strengthen and support the local communities. Themes and the percentage of funding allocated for this element will be set prior to November by the Executive Committee for projects commencing after the 1<sup>st</sup> April of the following year. If this element is undersubscribed at the end of the Grant application process the remaining funding will be transferred into the giving element in order to support the Stronger Communities priority.***

**3.4 Giving:** refers to the Council providing funding to voluntary and community sector organisations to support work that contributes to the Council's aims, but which the Council does not have a statutory duty to provide. Awarding grants to the VCS is a key opportunity for the Council to reinforce its community leadership role. Small grants to local community groups (a maximum of £500.00 per application) can generate a significant amount of community activity and positive impact. Percentage of funding allocated for this element will be set prior to November by the Executive Committee for projects/events commencing after the 1<sup>st</sup> April of the following year. The percentage for this element may increase if the funding allocations from the investing element are undersubscribed through the Grant application process. These groups will not need to be formally constituted but will need to have a recognised role within the community they serve. ***The giving element will consist of 3 rounds of grant making:***

- **April**
- **July**
- **November**

***with the total percentage of funding allocated to the giving element evenly distributed to each round. Head of Community Services, in consultation with the Grants Panel, to agree the allocation of community grants under the Local Strategic Partnership 'Stronger Communities' theme.***

3.5 This policy applies to grants made to support the ***Investing*** and ***Giving*** elements of the Council's funding framework. For the purposes of this policy, a **grant** is a financial contribution to an activity designed and delivered by a voluntary and community sector organisation which the Council has chosen to support because it is broadly aligned with the Council's own objectives. A grant can be given either to contribute towards organisational costs, or to wholly or partly fund a specific piece of work. A grant is a financial contribution with an expectation of mutually agreed, clearly defined outcomes. These outcomes are specified in a grant funding agreement, and monitoring arrangements are commensurate with the value of grant given.

3.6 ***The giving element is regarded as sums of up to and including £500.00 and the investing element is regarded as sums valued at over £500.00. These limits will affect risk considerations (section 7), grant assessment criteria (section 9) and monitoring requirements (section 11).***

#### **4. Purpose of Grant Funding**

4.1 The Council provides grants to assist the development of a vibrant voluntary and community sector that delivers projects and activities of value to the local community.

4.2 Funding will only be provided where it can be demonstrated that a defined impact will be made. Organisations should demonstrate an outcomes focus in applications for funding.

4.3 The Council will require that all grant awards support Council objectives. The specific objectives to be supported will be made clear in all publicity relating to each grant opportunity. Demonstrating support of Council objectives may include:

a) ***linking grant awards to an approved list of Council priorities, the current priorities are Enterprising Communities, Safe, Clean and Green. With the option of including LSP or other priorities as identified by Redditch Borough Council***

b) the Council choosing one or more specific outcomes in advance that will be achieved with the grant award. This will be particularly

appropriate for individual departments wishing to make grants available to support the delivery of a particular service aim.

## **5. Which Organisations are eligible to apply for a Grant?**

5.1 In order to be eligible to apply for a grant, an organisation must be able to prove that:

- a) it is voluntarily run, non-profit making and operated with no undue restrictions or limitations on membership;
- b) it has a democratic structure and can demonstrate effective management of the organisation's business;
- c) it has a bank account that requires the authorisation of at least two people who are unrelated to each other to make payments or withdrawals of any kind from the account;
- d) it operates in the Borough of Redditch on behalf of Borough residents;
- e) it can demonstrate the need for financial assistance. An organisation will not normally be eligible for grant assistance if it holds reserves in excess of six months' average expenditure, unless the Council is satisfied that this position is justified by the organisation's reserves policy. Reserves are defined as those assets in the unrestricted funds of an organisation that can be made available for all or any of the organisation's purposes, once known commitments and planned expenditure have been provided for;
- f) it can demonstrate the service it is providing by giving details of its activities and the number of people it is in contact with;
- g) it meets all applicable legal requirements;
- h) it actively promotes equality issues within its structure and operations;
- i) all previous grants received from Redditch Borough Council have been spent in accordance with the grant award conditions attached to them.

5.2 The Council will not make grants to any organisation that it deems to be a political party, has the nature of a political party, or is engaged in campaigning for a political purpose or cause.

5.3 The Council will not provide funds for the furtherance or propagation of a faith promoted by any organisation which is, or is deemed by the Council to be, of a religious nature. This will not preclude religious organisations applying for assistance to provide social or welfare work connected with their organisation and which do not directly promote a religious aspect.

## **6. What will and will not be funded by a grant**

- 6.1 Grant aid will only be considered for work that will be undertaken in the Borough of Redditch, and/or will be wholly or principally for the direct benefit of residents of the Borough of Redditch.
- 6.2 Grants cannot be used for retrospective funding; that is to replace money that has already been spent, or to cover items or services that have already been bought, ***this will include consultancy and brokering fees.***
- 6.3 Any grant awarded must only be spent for the approved purpose, i.e. applicants must be able to demonstrate that the funding has been spent as outlined in the grant application form as amended by the final grant offer letter for example by providing receipts.
- 6.4 Full cost recovery will not be considered for any grant awarded for projects under £5,000.

## **7. Risk considerations in grant giving**

- 7.1 The Council has a duty to ensure that best use is made of its resources. This section considers risk in grant giving related to failure to achieve best use of Council resources. It does not consider risk assessment of, for example, items related to health and safety, which should form part of the grant assessment criteria as outlined in paragraph 9.6.
- 7.2 The Council acknowledges that the creativity and innovation of the voluntary sector can carry risks for non-delivery, for example where a new idea does not work out as intended.
- 7.3 The Council uses the general principle of requiring a lower level of risk the higher the amount of funding provided. Maximum levels of funding will only be provided where the risk of non-delivery is very low.
- 7.4 In order to achieve an appropriate balance between managing risk and supporting innovative ideas or new organisations, a grant limit of £5,000 will apply to:
- a) organisations that have been in existence for less than one year;
  - b) organisations that do not have audited accounts;
  - c) organisations that are not registered with either the Charity Commission or Companies House, or other appropriate government regulator;
  - d) innovative pieces of work testing a new approach to service delivery.

- 7.5 Assessment of all voluntary and community sector grants made by the Council will look more favourably on applications that:
- a) have a strong evidence base of need;
  - b) provide strong evidence that the proposed approach is likely to achieve the desired outcomes;
  - c) do not contain high revenue costs that cannot be sustained;
  - d) demonstrate how a lasting benefit will be achieved.
- 7.6 The higher the sum of money applied for, the greater the need for applications to:
- a) be from organisations with a good track record of delivery;
  - b) be from organisations with a range of funding streams;
  - c) meet wider aims and objectives of the Council;
  - d) support delivery of Redditch Sustainable Community Strategy or other appropriate document;
  - e) demonstrate co-operative working relationships with other organisations.
- 7.7 Payment schedules will balance the need for the Council to ensure proper accountability for use of public money with appropriate recognition of cash-flow issues that may be experienced by voluntary and community sector organisations. The general principle will be that payment is made in advance of project delivery, with instalment frequency and size commensurate with the overall size of the grant awarded. General guidelines for payment schedules are:
- a) Grants of a total of £5,000 or less will be paid in full in advance of the project being delivered, payment will be made to successful applicants within 1 month of the submission deadline date, with monitoring information required following the project;
  - b) Grants of between £5,000 and £10,000 will be paid in two instalments of 50% each. The first instalment will be paid in advance of the project being delivered. The second instalment will be paid after satisfactory monitoring information has been supplied on the progress of the project. For projects lasting one year, the second instalment will usually be due to be paid six months after the start of the project.
  - c) Grants in excess of £10,000 will be paid by quarterly instalments in advance of project activity. Each instalment will only be released after satisfactory monitoring information has been supplied on progress of the project.

## **8. Grant Conditions**

- 8.1 Information on the conditions that will apply to a grant will be made available to applicants before they apply.

8.2 Monitoring information will be required on all grants, as outlined in section 11.

8.3 All grant offers will be subject to the grant recipient accepting the grant conditions. A full set of grant conditions and monitoring requirements will be agreed with grant recipients before the final grant award is made. No changes will be made after this time.

## **9. Assessment Process**

9.1 Themes and the percentage of funding allocated for the 'Investing' and 'Giving' elements will be set prior to November by the executive Committee for projects commencing after the 1<sup>st</sup> April of the following year.

9.2 All opportunities for Voluntary and Community Sector grant funding from Redditch Borough Council will be openly advertised using a minimum of:

- Notice of the opportunity on the 'Voluntary Sector Support' section of the Redditch Borough Council website;
- Notice of the opportunity circulated among an appropriate network or infrastructure organisation.

9.3 In addition to the minimum requirements outlined in paragraph 9.1, other advertising may be undertaken to promote grant opportunities as openly as possible.

9.4 Information provided to grant applicants will include as a minimum:

- The amount of money that is available in total;
- The minimum and maximum amount of money that is available to each applicant;
- Clear information on the purposes for which funding is offered;
- Clear information on eligibility criteria;
- Details of the full assessment criteria against which applications will be judged;
- A full list of conditions that will apply to the grant, including payment schedules and required monitoring information;
- The deadline by which applications must be submitted;
- The date by which applicants will be informed of the outcome of their application.

Grant application forms will be made available in paper and electronic formats.



- 9.5 Applicants must complete a Standard Application form and provide relevant supporting documents. This is to ensure objective assessment of all grant applications. The Council will not award any grant to an organisation whose application has not been formally assessed.
- 9.6 All grant applications will be assessed using pre-selected assessment criteria. The details of the assessment criteria will be made available to all applicants before they apply for funding. The assessment criteria will be chosen as relevant for the funding opportunity, but as a minimum will include:
- Clear outline of how the purposes for which the grant is made available will be met;
  - The outcome(s) that the proposal will achieve;
  - The structure and delivery plan that will support the achievement of the stated outcomes;
  - The clarity of the proposal's financial outline;
  - The organisation's ability to successfully manage finance, evidenced by submission of accounts, bank statements and cash flow forecasts as appropriate;
  - The approach to health and safety, duty of care, and other appropriate best practice requirements, and the organisation's ability to successfully manage these on the project;
  - The sustainability of work after the period of grant aid.
- 9.7 All assessment criteria will be based on meeting need within the community. There will be no pre-determined demographic allocation of funds. Some funding opportunities may be restricted to a particular delivery area, e.g. to a specific ward, but only where this is to address a specific identified need.
- 9.8 Full cost recovery is the process of sharing an organisation's core costs proportionately between its projects and areas of work. The Council supports the principle of full cost recovery for all grants over £5,000. However, applicants must provide clear explanations and justification for all calculations related to full cost recovery, which will be judged on a case by case basis.
- 9.9 All grant applications will be assessed by the Council's Grants Panel. The Grants Panel will consist of a minimum of five elected Members, with a minimum of three Members required to make decisions regarding grant awards. Conflicts of interest will be recorded, and members with a conflict of interest for a particular grant round will not participate in the assessment of any application in that grant round.
- 9.10 The Grants Panel will receive appropriate training in grant assessment, and will be supported by at least one officer with appropriate

knowledge and expertise in the area for which the grant is being offered.

- 9.11 The Grants Panel will report its recommended decisions on grant applications to the Council's Executive Committee for approval.
- 9.12 Unsuccessful applicants will be offered feedback on the strengths and weaknesses of their application.
- 9.13 Appeals against the process used to award a grant will be dealt with using Redditch Borough Council's complaints procedure. ***The Head of Community Services will handle the initial complaint.*** There is no right of appeal as to the decision itself.

## **10. Assessment Timescales**

- 10.1 Other opportunities may be made available to apply for grants, for example from individual Council services seeking to deliver a specific objective. In all cases, there will be a minimum of three weeks from announcement of the grants opportunity to the closing date for applications, and a maximum of 12 weeks from the closing date for applications to applicants receiving notification of the outcome. The length of the bidding process will be proportionate to the type and value of the grant.
- 10.2 ***For the 2012/13 grants round Officers will ensure that the Grants process begins in August 2011. Advertising from September 2011 and approval by December 2011 for projects commencing 1st April of the following year – allowing successful applicants to place the project into their delivery calendar and to apply for match funding grants and giving unsuccessful applicants feedback and enough time to secure funding from alternative channels.***

## **11. Monitoring**

- 11.1 All grant funded projects will be regularly monitored with applicants obliged to submit details of how the project is progressing. Monitoring requirements that will apply to a grant will be commensurate with the amount of money awarded, and will be agreed with the funded organisation before final confirmation of a grant award is made.
- 11.2 ***All Grant panel members will be offered a training support package to ensure they are up to date with current trends and policies within the grant giving arena that affect the VCS.***
- 11.2 ***All grant recipients will be required to attend Quarterly monitoring workshops. These will be delivered to gauge the outcomes and***

***effectiveness of the funding is consistent with the Funding application.***

**11.3 *A quarterly breakdown of the funding expenditure is submitted to the Grants team for review.***

11.4 Receipts and other monitoring information must be submitted to the Council as proof of spend within six months of the grant being received by the organisation (till slips, credit card vouchers, photocopied or altered receipts will not be accepted).

11.5 The Council reserve the right to withhold future payments and reject any further applications if they are dissatisfied with how grants funds have been used.

## **12. Collaborative Working**

12.1 The Council recognises the potential benefits of working collaboratively with other funders. The Council will investigate all opportunities for working with other funders where this will provide a better use of Council resources.

**12.2 *Working with Economic Development the Grants Officer will work with the Local VCS to highlight and advertise all tendering and procurement opportunities available to the Sector.***

**12.3 *The Grants Officer will engage with the VCS to initiate partnership working with the Sector itself.***

**12.4 *To enable the collaborative working to take place with both external funders and our local VCS organisations/groups, it will be agreed on a year on year basis for a fund of £2000.00 to be allocated from the grants fund for the Grants team to enable delivery of:***

- ***Workshops, Networking and promotional events***
- ***Advertising and communication support***
- ***Newsletters: and***
- ***Support packages***



**EXECUTIVE  
COMMITTEE****2nd December 2010****55% allocated to Enterprising Communities -  
Total: 130k for the Delivery of Projects under the 'Enterprising  
Communities' Banner.**

|   |   |  |
|---|---|--|
| <b>90k – Investing Grant</b>  | <b>To deliver:<br/>Financial and Debt advice<br/>within the Town</b>          | <input type="checkbox"/> With a commitment to help people resolve their legal, money and other problems by providing:<br><input type="checkbox"/> Free, independent and confidential advice.   |
| <b>40k - Investing grants -<br/>Maximum grant of 10k for<br/>each project submitted</b> | <b>To deliver: projects under<br/>the Enterprising<br/>Communities theme:</b> | <input type="checkbox"/> Providing supported employment, work experience and training to people disadvantaged by learning difficulties or other special needs.<br><input type="checkbox"/> Information and advice services for Elderly residents.<br><input type="checkbox"/> Projects to promote savings schemes within local schools and for people on lower incomes.<br><input type="checkbox"/> Promoting equality of opportunities for people from black, Asian or any other ethnic minority group. |

**Sub Theme - 25% allocated to Education & Learning Development -  
Total: £60k for the delivery of projects under the 'Education' Banner.**

|                            |  |   |
|----------------------------|--|---|
| <b>50k Investing grant</b> | <b>To deliver:<br/>Childcare and Holiday<br/>schemes into the Town</b> | <input type="checkbox"/> Discounted childcare for local children with specific criteria for discounted places to be allocated to ensure the full benefit is gained from those families who have the highest need.<br><input type="checkbox"/> Discounted Holiday play schemes for local children that have outcomes linked into education and health and well being priorities. |
|----------------------------|--|---|

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

|   |  |  |
|---|--|--|
| <p><b>10k Investing Grants -<br/>Maximum grant of 2k for<br/>each project submitted</b></p> | <p><b>For delivery of projects that<br/>support: Young people's<br/>participation in positive<br/>activities within Redditch</b></p> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Education activities on Arts, culture and diversity</li> <li><input type="checkbox"/> Working with disabled children</li> <li><input type="checkbox"/> Raising awareness with 13 to 18 yrs on volunteering opportunities and working with the community</li> </ul> |
|---|--|--|

**Sub theme - 8% allocated to 'Safe/Clean & Green' -  
Total: 20k for the delivery of projects under the 'Safe / Clean & Green' Banner.**

|  |   |  |
|--|---|--|
| <p><b>20k Investing Grants<br/>Maximum bids for each<br/>project submitted of 5k</b></p> | <p>For delivery of projects that support the Council's Safe / Clean &amp; Green priorities.</p> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Support for victims of Domestic violence with a focus on younger people and the BME</li> <li><input type="checkbox"/> Reducing environment crime</li> <li><input type="checkbox"/> Re-offending with a focus on getting women ex offenders into work Respect and responsibility activities with young people.</li> </ul> |
|--|---|--|

**Sub theme - 8% allocated to 'Health and Well being' -  
Total: 20k allocated for the delivery of projects under the Health & Well being  
Banner – This can be linked to the LSP priorities.**

|  |  |  |
|--|--|--|
| <p><b>20k Investing Grants<br/>Maximum bids for each<br/>project submitted of 4k</b></p> | <p>For delivery of projects that support the Council's Health &amp; Well being priorities.</p> | <ul style="list-style-type: none"> <li><input type="checkbox"/> With focus on Adult/Childhood Obesity .</li> <li><input type="checkbox"/> Increase in Adult participation in Sport.</li> <li><input type="checkbox"/> Reducing under 18 conception rate.</li> <li><input type="checkbox"/> Health awareness initiatives within the older community.</li> <li><input type="checkbox"/> Arts, cultural and reminiscence activities for the older community. Working with the younger generation to raise awareness of history and culture.</li> <li><input type="checkbox"/> Projects that support Veterans to readjust within the community.</li> </ul> |
|--|--|--|

REDDITCH BOROUGH COUNCIL**EXECUTIVE  
COMMITTEE**

2nd December 2010

**Stronger Communities - Community Grant Fund – Total £9k -  
For the delivery of grassroots community projects/events**

|  |   |   |
|--|---|---|
| <p><b>£9k Giving Grants<br/>Maximum bid of £500.00<br/>per project submitted in<br/>each round</b></p> | <p>For delivery of projects that that have a clearly identified need within the community working in partnership with Community groups Redditch Borough Council can support this grassroots sector - these groups will not need to be formally constituted but will be required to have a recognised role within the community they represent</p> | <ul style="list-style-type: none"> <li>❑ £9,000 for community projects</li> <li>❑ Three Rounds at £3000 per round for community grants in 2011/12</li> <li>❑ Community groups invited to <b>bid for up to £500</b> for delivery of community projects at each round.</li> <li>❑ Authority to approve projects that are within the criteria set by the Council.</li> </ul> |
|--|---|---|





**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**QUARTERLY BUDGET MONITORING - APRIL TO SEPTEMBER QUARTER**

|                           |  |
|---------------------------|--|
| Relevant Portfolio Holder | Cllr Michael Braley, Portfolio Holder for Corporate Management |
| Relevant Head of Service  | Teresa Kristunas, Head of Finance and Resources                |
| 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 second 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 second quarter are savings of £532.2.
- 4.4 Appendix 4 details savings achieved at the end of the second quarter against the target of £1,153.9k.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

- 4.5 At the end of September savings of £532.2K have been identified against the target of £1,153.9k. This would indicate that the council is not on target to deliver the approved savings although the figure for vacancy/outturn savings may fluctuate during the year. The savings for REDI however will start to be realised during the third quarter of the year. The estimated shortfall at the end of 2nd quarter is 89K.
- 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 £1.504million.

**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**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

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.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**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 – September 2010 (to follow)  
Appendix 3 Explanations for projected variances

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

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 6<sup>th</sup> April 2009**

| Description  | 2010/11<br>£'000 |
|--|------------------|
| <b>Budget adjusted to reflect saving/additional income -</b> |                  |
| 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             |
| <b>INCOME</b>  |                  |
| 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             |
| <b>Subject to ongoing monitoring -</b>                       |                  |
| 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             |
|  |                  |
| <b>Total savings/additional income</b>                       | <b>1,370.3</b>   |





# Executive Committee

## Appendix 2

2nd December 2010

### APPENDIX 2

#### Quarterly Monitoring Directorate Summary April - September 2010

| Directorate                                    | A<br>Budget<br>£  | B<br>Profiled YTD<br>Budget<br>£ | C<br>YTD Actuals<br>£ | D<br>Commitments<br>£ | E<br>(C+D)<br>Actual +<br>Commitments<br>£ | F<br>(B - E)<br>Variance to<br>Date<br>£ | Projected<br>Outturn<br>£ | Projected<br>Variance<br>£ |
|--|-------------------|----------------------------------|-----------------------|-----------------------|--|--|---------------------------|----------------------------|
| Chief Executive                                | 14,480            | 31,213                           | (119,682)             | 149,910               | 30,228                                     | 985                                      | 6,060                     | (8,420)                    |
| Leisure, Culture, Environment and Community    | 9,404,350         | 5,165,216                        | 4,861,653             | 92,350                | 4,954,003                                  | 211,213                                  | 9,502,589                 | 68,239                     |
| Planning, Regeneration, Regulatory and Housing | 2,315,110         | 1,026,899                        | 651,720               | 5,000                 | 656,720                                    | 370,179                                  | 2,194,128                 | (120,982)                  |
| Finance and Corporate Resources                | 3,263,440         | 1,016,772                        | 1,074,540             | 231,379               | 1,305,919                                  | (289,147)                                | 3,184,787                 | (128,653)                  |
| Policy, Performance and Partners               | 166,830           | 88,836                           | (214,101)             | 260,692               | 46,591                                     | 42,245                                   | 166,830                   | 0                          |
| Un-apportioned Overheads                       | -                 | -                                | -                     | -                     | -  | -  | -                         | (342,384)                  |
| <b>Total:</b>                                  | <b>15,164,210</b> | <b>7,328,936</b>                 | <b>6,254,130</b>      | <b>739,331</b>        | <b>6,993,461</b>                           | <b>335,475</b>                           | <b>15,054,394</b>         | <b>(532,200)</b>           |
| Housing Revenue Account                        | 146,000           | 7,300                            | 12,400                | 0                     | 12,400                                     | 5,100                                    | 146,000                   | (30,000)                   |
| HRA Repairs                                    | 4,080,150         | 2,040,051                        | 1,884,699             | 0                     | 1,884,699                                  | (155,352)                                | 4,080,150                 | 30,000                     |
| <b>Total:</b>                                  | <b>4,226,150</b>  | <b>2,047,351</b>                 | <b>1,897,099</b>      | <b>0</b>              | <b>1,897,099</b>                           | <b>(150,252)</b>                         | <b>4,226,150</b>          | <b>0</b>                   |



**Executive****Appendix 3**

Committee

2nd December 2010

**Budget Monitoring Apr – September 2010****Explanations for projected outturn variances****Chief Executive Directorate****CE Head of Paid Service**

| <b>Cost Centre</b> | <b>Description</b>             | <b>Variance<br/>£</b> | <b>Explanation</b> |
|--------------------|--------------------------------|-----------------------|--------------------|
| 0114               | PA &<br>Directorate<br>Support | (8,420)               | Vacant Post        |

|              |  |                |  |
|--------------|--|----------------|--|
| <b>Total</b> | <b>Chief<br/>Executive<br/>Directorate</b> | <b>(8,420)</b> |  |
|--------------|--|----------------|--|

**Executive Director of Finance & Resource****Head of Finance & Resources**

| <b>Cost Centre</b> | <b>Description</b>                    | <b>Variance<br/>£</b> | <b>Explanation</b>                                       |
|--------------------|---------------------------------------|-----------------------|--|
| 0107               | Local<br>Taxation                     | (20,740)              | Two Vacant Posts   |
| 0606               | Corporate<br>Expenses                 | (10,209)              | IFRS Rebate-Audit Commission                             |
| 0607               | Corporate<br>Activities               | 15,056                | Advert – Shared Services                                 |
| 0430               | M'Ment of<br>Investment<br>Properties | 12,070                | Additional costs relating to Arrow<br>Valley Social Club |
| 0435               | Comm<br>Related<br>Asset<br>Property  | (49,900)              | Additional provision for NNDR void<br>properties         |
| 0141               | Human<br>Resources                    | (15,000)              | Salary savings, review to be<br>undertaken January 2011  |

**Head of Customer Services**

|      |                          |         |                                 |
|------|--------------------------|---------|---------------------------------|
| 0124 | Customer Service Centres | (9,930) | Vacant Post and Maternity Leave |
|------|--------------------------|---------|---------------------------------|

|              |                                |                 |  |
|--------------|--------------------------------|-----------------|--|
| <b>Total</b> | <b>Finance &amp; Resources</b> | <b>(78,653)</b> |  |
|--------------|--------------------------------|-----------------|--|

**Executive****Appendix 3**

Committee

2nd December 2010

**Executive Director of Planning & Regeneration, Regulatory & Housing Services****Head of Housing & Community**

| <b>Cost Centre</b> | <b>Description</b>       | <b>Variance<br/>£</b> | <b>Explanation</b>              |
|--------------------|--------------------------|-----------------------|---------------------------------|
| 0189               | Hsg Capital              | (24,355)              | Vacant post                     |
| 0482               | St Davids Hse<br>Canteen | 6,295                 | Social Services reduced funding |

**Head of Planning & Regeneration**

| <b>Cost Centre</b> | <b>Description</b>    | <b>Variance<br/>£</b> | <b>Explanation</b>                            |
|--------------------|-----------------------|-----------------------|---|
| 0432               | Business Centres      | (39,270)              | Additional provision for NNDR void properties |
| 0142               | Planning Services     | (33,652)              | Vacant posts                                  |
| 0751               | Planning Applications | (30,000)              | Additional receipts in first half of year     |

|              |  |                  |  |
|--------------|--|------------------|--|
| <b>Total</b> | <b>Planning &amp; Ren.,<br/>Regulatory &amp; Housing</b> | <b>(120,982)</b> |  |
|--------------|--|------------------|--|

**Executive Director of Leisure, Environment & Community Services****Head of Community Services**

| <b>Cost Centre</b> | <b>Description</b> | <b>Variance<br/>£</b> | <b>Explanation</b>   |
|--------------------|--------------------|-----------------------|--|
| 0705               | Shopmobility       | 15,000                | Town Centre Management have reduced grant to RBC & charged for electricity |
| 0780               | ASB                | (3,818)               | Salary saving vacant post 80% HRA  |

# Executive Committee

## Appendix 3

2nd December 2010

### Head of Environmental Services

| Cost Centre | Description                          | Variance £ | Explanation  |
|-------------|--------------------------------------|------------|--|
| 0151        | L'Scape & Cntryside/Waste Management | (17,495)   | Staff vacancy  |
| 0143        | Environmental Service Management     | (19,769)   | Staff vacancies (now being covered by agency/fixed term staff) |
| 0717        | Garden Waste Collection              | (10,322)   | Pilot scheme introduced in April – income received             |
| 0472        | Pay & Display Car parks              | 19,000     | Service not achieving budget income                            |

### Head of Leisure and Cultural Services

| Cost Centre | Description                   | Variance £ | Explanation   |
|-------------|-------------------------------|------------|---|
| 0052        | Free Swimming                 | 23,143     | Net effect of loss of grant and saving of pool hire |
| 0005        | Hewell Rd Swimming Pool       | 11,250     | Loss of income due to free swimming pool hire       |
| 0025        | Kingsley School Swimming Pool | 11,250     | Loss of income due to free swimming pool hire       |

|              |   |               |  |
|--------------|---|---------------|--|
| <b>Total</b> | <b>Leisure, Environment &amp; Community</b> | <b>28,239</b> |  |
|--------------|---|---------------|--|

### 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                  |

|              |                                |            |  |
|--------------|--------------------------------|------------|--|
| <b>Total</b> | <b>Housing Revenue Account</b> | <b>(0)</b> |  |
|--------------|--------------------------------|------------|--|

## Summary -

| <b>Total variances</b>  | <b>£</b>  |
|-------------------------|-----------|
| General Fund            | (158,706) |
| Housing Revenue Account | (21,110)  |
| Total                   | (179,816) |





# Executive Committee

# Appendix 4

8th September 2010

## APPENDIX 4

### Position as at end of Second Quarter

|   | Target<br>2010/11<br>£'000 | Actual for<br>2nd<br>Quarter<br>2010/11<br>£'000 | Comments   |
|---|----------------------------|--|--|
| Pitcheroak Golf Course                          | 56.9                       | 13.5   | Will not achieve income this year –expected to underachieve by 30K                                   |
| Shared Services                                 | 290.0                      | 210.0  | Identified from shared management structure  |
| Vacancy Management/Outturn savings*             | 325.0                      | 158.7  | Monitoring in place  |
| REDI  | 160.0                      | 0.0  | This is likely to achieve just 30K this financial year no savings at present due to redundancy costs |
| Printing  | 52.0                       | -  | Unlikely to be achieved/contract negotiations currently in place                                     |
| Procurement                                     | 70.0                       | 70.0   | On track to be achieved  |
| Committee Services                              | 14.0                       | -  | Not likely to be achieved.   |
| Benefits Subsidy                                | 100.0                      | 50.0   | On target to be achieved   |
| Community Meeting Rooms                         | 61.0                       | 30.0   | Will achieve this financial year   |
| Support Service Costs                           | 25.0                       | -  | Added to vacancy savings   |
|   |                            |  |  |
| *including £200k already built into base budget |                            |  |  |
| <b>Total</b>                                    | <b>1,153.9</b>             | <b>532.2</b>                                     |  |



REDDITCH BOROUGH COUNCIL**EXECUTIVE  
COMMITTEE**

2nd December 2010

**QUARTERLY PERFORMANCE MONITORING REPORT**  
**QUARTER 2, 2010/11 – PERIOD ENDING SEPTEMBER 2010**

|                           |   |
|---------------------------|---|
| Relevant Portfolio Holder | Cllr Michael Braley, Redditch Portfolio holder for Corporate Management |
| Relevant Head of Service  | Hugh Bennett, Director of Policy, Performance and Partnerships          |
| Non-Key Decision          |   |

**1. SUMMARY OF PROPOSALS**

This report provides Members with an opportunity to review the Council's performance for quarter 2 of the 2010/11 financial year and to comment upon it.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**subject to any comments, the update on key performance indicators for the period ending September 2010 be noted.**

**3. BACKGROUND**

- 3.1 The National Indicator (NI) set was introduced with effect from 1st 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 (LAA) for Worcestershire of which 12 are district indicators.
- 3.2 The LAA is to be abolished and NI set reduced. We will review the indicator set as part of the production of the Council Plan 2011/12, however the situation may remain fluid for a while.
- 3.3 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.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**4. KEY ISSUES**

Basis 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.
- 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 34 indicators for quarter 2. Of these, 20 have improved in performance and 13 have declined compared to the same quarter last year. In addition there is 1 indicator which has remained static, but this indicator is currently at optimum performance and as such no improvement is possible.

4.5 This report shows that of the 34 indicators reported this quarter, 58.8% have improved when compared to the same period last year. By way of example:

- NI 195(a) – the levels of litter in the borough have also reduced when compared to the same period last year, down from 9% to 3%;

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

- 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 4.98 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 74 offences;
- NI 155 – number of affordable homes delivered (gross) has improved with 58 properties being delivered for the period compared to 39 properties for 2009/10;
- EC 005 – there has been an increase of 17588 visitors to Hewell Road and Abbey Stadium when compared to the same period last year;
- EC 008 – number of visitors to the Museum and Bordesley Abbey Visitor Centre has increased by 5,669 compared to the same period last year;
- EC 015 - number of visitors to the Arrow Valley Countryside Centre has increased its visitor numbers by 30011 when compared to the same period last year
- BV 212 – when compared to the same period last year, the average length of time taken to re-let local authority housing has reduced from 28.32 days to 18.99 days.

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

- NI 015 – serious violent crime rate has increased by 14 offences, an equivalent of 70%, when compared to the same period last year;
- NI 195(b) – the levels of detritus have increased when compared to the same period last year, rising from 27% to 34%;
- 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 3.88 days to 4.91 days when compared to the same period last year;
- WM 017 – the number of people using the Shopmobility service has fallen by 1,410 when compared to the same period last year.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**5. FINANCIAL IMPLICATIONS**

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**

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. The Government have announced that the NI set is to be reduced and these changes will be reviewed as part of the production of the Council Plan 2011/12.

**7. POLICY IMPLICATIONS**

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**

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**

Assessing the Council's performance forms part of the Council's approach to risk management.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

**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.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

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**

Performance indicators would form part of any assessment of a service's value for money along with financial information and customer feedback.

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

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 CO<sub>2</sub> from Local Authority operations;

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

- NI 186 – Per capita reduction in CO<sub>2</sub> emissions in the local authority area;
- NI 188 – Planning to adapt to climate change and,
- NI 194 – Air quality – percentage reduction in NO<sub>x</sub> and primary PM<sub>10</sub> emissions through local authority's estate and operations.

**14. HUMAN RESOURCES IMPLICATIONS**

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 2, 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**

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

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

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**

None specific.



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**18. LESSONS LEARNT**

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**

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

**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 2, 2010/11 Corporate Performance Report.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**23. BACKGROUND PAPERS**

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

**AUTHOR OF REPORT**

Name: Tracy Beech, Policy Officer  
E Mail: [tracy.beech@redditchbc.gov.uk](mailto:tracy.beech@redditchbc.gov.uk)  
Tel: (01527) 64252 ext 3182

**Corporate Performance Report**  
**Quarter 2, 2010/11 - Period Ending September 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 2 (July - September) 2010/11; the information relates to a year to date comparison where data is available for both periods.

|   | 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 2 | 5                                  |       | 24  |       | 0                                 |   | 0  |   | 5  |       | 34    |       |
| Total number of indicators showing improvement compared to the same period last year  | 4                                  | 80.0% | 14  | 58.3% | NO OUTTURNS EXPECTED THIS QUARTER |   | NO OUTTURNS EXPECTED THIS QUARTER        |   | 2  | 40.0% | 20    | 58.8% |
| Total number of indicators showing a decline compared to the same period last year    | 1                                  | 20.0% | 9   | 37.5% |                                   |   |  |   | 3  | 60.0% | 13    | 38.2% |
| Total number of indicators showing no change compared to the same period last year**  | 0                                  | 0.0%  | 1   | 4.2%  |                                   |   |  |   | 0  | 0.0%  | 1     | 2.9%  |

\*\*The indicator showing no change is currently at optimum performance and as such, no improvement is possible

**Key Findings for Quarter 2**

This report shows that of the 34 indicators reported this quarter, 58.8% 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 nearly 5 days compared to the same period last year. Likewise, serious acquisitive crime rate (NI 16) has fallen by 29% when compared to the same period last year and the percentage of litter found (NI 195a) has fallen from 9% to 3% showing a high standard of street cleanliness.

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 continues to be a cause of concern as this has increased from 3.88 days to 4.91 days compared to the same period last year. In addition, levels of fly-tipping have increased (NI 196) resulting in the level increasing from 1 to 3 (where 1 is good and 4 is poor).

**Additional Information**

In quarter 1 a new column was 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 2, 2010/11 - Period Ending September 2010**

Areas of Highest Need is a new project and performance indicators are currently in development. Performance measures are being actively examined by Worcestershire County Council Research and Improvement Team to develop an appropriate set. The challenge is disaggregating the information into a very small geographical area (Lower Super Output Area). It was hoped that data for these indicators would be available from quarter 2 however this is now expected for quarter 3 (Oct - Dec), 2010.

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

| <b>Key to Terms and Symbols</b>                            |    |   |      |
|--|----|---|------|
| 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                            | (PS) |
|  |    | Recovery plan in place                  | (RP) |
|  |    | Lower Super Output Area                 | LSOA |
|  |    | West Midlands                           | WM   |
|  |    | Department of Energy and Climate Change | DECC |

| Indicator Description   | Indicator Reference | Current                     |                             |                        |                       | Historic                           |                 |                 | Comments  |
|---|---------------------|-----------------------------|-----------------------------|------------------------|-----------------------|------------------------------------|-----------------|-----------------|---|
|   |                     | 1 April 2009<br>30 Sep 2009 | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2010/11     | Benchmark<br>(where<br>applicable) | 2008/09         | 2009/10         |   |
|   |                     | 17.25<br>70.45%             | 12.27<br>81.62%             | ☺                      | 12 days<br>80.00%     | 5<br>NA                            | 17.70<br>65.24% | 13.40<br>75.99% |   |
| Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)   | NI 181              | 17.25                       | 12.27                       | ☺                      | 12 days               | 5                                  | 17.70           | 13.40           | Target met.   |
| The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments   | BV 079b(i)          | 70.45%                      | 81.62%                      | ☺                      | 80.00%                | NA                                 | 65.24%          | 75.99%          | Performance has significantly improved in Q2. Housing Benefit Overpayment Recovery Officer is now being effective in improving recovery rates.  |
| 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              | 93.68%                      | 92.77%                      | ☹                      | 95%                   | 98.24%                             | 91.62%          | 93.55%          | Awaiting new system to be implemented.  |
| The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member  | BV 012              | 3.88                        | 4.91                        | ☹                      | 9.02                  | 9.02                               | 9.60            | 9.02            | Increase in sickness from last quarter.   |
| Customer services - percentage of enquiries resolved at first point of contact  | WMO 011             | NA                          | 97.99%                      | NA                     | 90%                   | NA                                 | NA              | NA              | We have made significant progress in capturing more of our enquiries in the Customer Relationship Manager.  |
| Customer services - percentage of calls answered (switchboard and contact centre)   | WMO 012             | NA                          | 78.75%                      | NA                     | 80%                   | NA                                 | NA              | NA              | We have seen a slight improvement in the % of calls answered despite also logging more information on systems. We are continuing to look at ways in which we can improve performance. |
| Customer services - average speed of answer (seconds)   | WMO 013             | NA                          | 15.5                        | NA                     | 20 secs               | NA                                 | NA              | NA              | This does not include calls a customer pins in the extension for themselves.  |
| Number of complaints received   | WMO 014             | 46                          | 44                          | ☺                      | Contextual<br>measure | NA                                 | NA              | 83              | The number of complaints received have increased in the last quarter, however we have received fewer complaints when compared to the same period last year.                           |
| Number of compliments received  | WMO 015             | 122                         | 145                         | ☺                      | Contextual<br>measure | NA                                 | NA              | 287             | We have received slightly more compliments than the same quarter last year, and the year to date figure shows that we continue to receive increasing numbers of compliments.          |

| Key to Terms and Symbols |   |      |
|--------------------------|---|------|
| Positive Trend           | +ve                                     | (RP) |
| ☺                        | Recovery plan in place                  |      |
| ☹                        | Lower Super Output Area                 | LSOA |
| ☺                        | West Midlands                           | WM   |
| #                        | Department of Energy and Climate Change | DECC |
| NA                       | Place Survey                            | (PS) |

| Indicator Description  | Indicator Reference | Current                     |                             |                        |                   | Historic                           |           |         | Comments  |
|--|---------------------|-----------------------------|-----------------------------|------------------------|-------------------|------------------------------------|-----------|---------|---|
|  |                     | 1 April 2009<br>30 Sep 2009 | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2010/11 | Benchmark<br>(where<br>applicable) | 2008/09   | 2009/10 |   |
|  |                     |                             | Viewpoint<br>Survey         | NA                     | +ve               | 81.90%                             | 72% (P)   | 71.7%   |   |
| % of people who believe people from different backgrounds get on well together in their local area (former PS)           | NI 001              | NA                          | Viewpoint<br>Survey         | NA                     | +ve               | 81.90%                             | 72% (P)   | 71.7%   | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.<br>NI 15 rates have increased by 70% (equivalent of 14 additional offences) compared to last quarter, and by 18% (equivalent of 5 offences) compared to the same quarter of last year, which had the highest rate of all quarters last year. Last year, high rates in Q2 are attributed to a spike of offences in August; this year, the volume of offences sharply increased in July, with high levels maintained for the rest of the quarter. Year to date, rates are 28% greater than 2009/10 (54 offences compared to 42 last year). Performance is significantly worse than our IQuanta Most Similar Group peers: with Redditch rates more than double the group average. Taking all factors into consideration, performance for NI15 remains assessed as red. |
| Serious violent crime rate   | NI 015              | 0.55                        | 0.70                        | ☹                      | 0.98              | NA                                 | 0.57      | 0.98    | NI 16 rates have decreased by 10% (equivalent of 20 offences) compared to last quarter. Further, this rate represents a 29% decrease (equivalent of 74 offences) compared to Q2 09/10. Performance is in line with IQuanta Most Similar Group peers, with a rate lower than the group average. As rates have continued to decrease and performance against peers is strong, assessment remains green.   |
| Serious acquisitive crime rate   | NI 016              | 6.06                        | 4.69                        | ☺                      | 11.50             | NA                                 | 12.93     | 11.51   | NI 16 rates have decreased by 10% (equivalent of 20 offences) compared to last quarter. Further, this rate represents a 29% decrease (equivalent of 74 offences) compared to Q2 09/10. Performance is in line with IQuanta Most Similar Group peers, with a rate lower than the group average. As rates have continued to decrease and performance against peers is strong, assessment remains green.   |
| Perceptions of anti-social behaviour (former PS)   | NI 017              | NA                          | Viewpoint<br>Survey         | NA                     | 19.5% by<br>2011  | 13.6                               | 21.1% (P) | 12.9%   | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.   |
| Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (former PS)     | NI 021              | NA                          | Viewpoint<br>Survey         | NA                     | 30.1% by<br>2011  | 30.8                               | 24.8% (P) | 30.5%   | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.   |
| Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (former PS) | NI 027              | NA                          | Viewpoint<br>Survey         | NA                     | TBC               | 28.5                               | 25.1% (P) | 31.6%   | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.   |
| Perceptions of drunk or rowdy behaviour as a problem (former PS)   | NI 041              | NA                          | Viewpoint<br>Survey         | NA                     | TBC               | 20.5                               | 30.8% (P) | 23.9%   | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.   |
| Number of affordable homes delivered (gross)   | NI 155              | 39                          | 58                          | ☺                      | 64                | 250                                | 10        | 111     | Consistent with LAA target.   |
| Residual household waste per household (kg)  | NI 191              | 293.99                      | 306.00                      | ☹                      | 570kg             | 480                                | 566.74    | 574.93  | There is a slight increase on the total amount of residual waste collected compared to the same period last year. More waste finds its way into the household waste stream over the spring/summer period with more garden waste being placed into grey bins and it is hoped that the figure will reduce during the autumn/winter periods.   |

| Indicator Description  | Indicator Reference | Current                     |                             |                        |                    | Historic                           |         |         | Comments   |
|--|---------------------|-----------------------------|-----------------------------|------------------------|--------------------|------------------------------------|---------|---------|--|
|  |                     | 1 April 2009<br>30 Sep 2009 | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2010/11  | Benchmark<br>(where<br>applicable) | 2008/09 | 2009/10 |  |
| Percentage of household waste sent for reuse, recycling and composting                       | NI 192              | 28.55%                      | 25.64%                      | ☹                      | 30%                | 51.91%                             | 31.43%  | 28.30%  | Improvement plan to be produced as performance has dropped. Initial investigations show that this is due to significant reduction in bring bank usage, increased street sweeping and recyclables in green bins remaining constant rather than increasing.  |
| Improved street and environmental cleanliness - levels of litter                             | NI 195(a)           | 9%                          | 3%                          | ☺                      | 6%                 | 0%                                 | 5%      | 8%      | This is a good score and shows that the streets have a high standard of cleanliness with regards to litter levels.   |
| Improved street and environmental cleanliness - levels of detritus                           | NI 195(b)           | 27%                         | 34%                         | ☹                      | 25%                | 1%                                 | 11%     | 26%     | Detritus levels are found to be higher than previously, an improvement plan is already being implemented and we know that we have swept more detritus from the streets compared to the first quarter of last year.   |
| Improved street and environmental cleanliness - graffiti                                     | NI 195(c)           | 2%                          | 3%                          | ☹                      | 2%                 | 0%                                 | 1%      | 2%      | Very low levels of graffiti found.   |
| Improved street and environmental cleanliness - fly-posting                                  | NI 195(d)           | 0%                          | 4%                          | ☹                      | 0%                 | 0%                                 | 0%      | 0%      | Although slightly higher than in previous surveys, this indicates that there is a very low level of fly-posting across the town.   |
| Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor) | NI 196              | 1                           | 3                           | ☹                      | Level 1            | 1                                  | 2       | 1       | Unfortunately for the first four months of the year the number of fly-tipping incidents is higher than for the same period last year. Despite the fact that the number of enforcement actions has increased, the higher level of fly tips has resulted in a lower score so far. It is hoped that this will level out as the year progresses. |
| The number of racial incidents recorded by the authority per 100,000 population              | BV 174              | 10.16                       | 19.05                       | ☺                      | Contextual measure | NA                                 | 12.56   | 23.88   | Levels of reporting have increased compared to last year, which potentially indicates an increase in confidence in or awareness of reporting processes, and may not necessarily reflect an increase in incidents.  |
| The percentage of racial incidents that resulted in further action                           | BV 175              | 100%                        | 100%                        | ☹                      | Contextual measure | NA                                 | 100%    | 100%    | All reports continue to have initial follow up call and referral to responsible agency. Where contact details are not supplied information is shared across partner agencies to raise awareness and identify potential trends.   |
| Number of British Crime Survey Comparator crimes reported                                    | CS 002              | 1,921                       | #                           | NA                     | Contextual measure | NA                                 | 3,690   | 3,469   | Data for September will not be available until the end of October. An updated quarterly assessment will be provided when available.  |
| Morton Stanley Park - number of visitors to the festival                                     | CG 001              | 4,500                       | 7,000                       | ☺                      | 7,000              | NA                                 | NA      | NA      | Significant increase on previous year due to festival being held over 2 days, expansion of programme of activities provided and more proactive marketing approach.   |
| Satisfaction with parks and open spaces (%)  | CG 002              | NA                          | Viewpoint Survey            | NA                     | Baseline year      | NA                                 | NA      | NA      | This indicator is currently under review following abolition of the Place Survey.  |
| Number of visitors to the Abbey Stadium and Hewell Road Swimming Pool                        | EC 005              | 144,643                     | 162,231                     | ☺                      | 296,903            | NA                                 | NA      | 291,081 | Increase on previous quarter due to new activities in programme and summer holiday programme. Slight increase from same period in 09/10.   |

| Indicator Description  | Indicator Reference | Current                                  |                             |                        |                   | Historic                           |         |   | Comments |
|--|---------------------|--|-----------------------------|------------------------|-------------------|------------------------------------|---------|---|----------|
|  |                     | 1 April 2009<br>30 Sep 2009              | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2010/11 | Benchmark<br>(where<br>applicable) | 2008/09 | 2009/10   |          |
|  |                     | Number of visitors to the Palace Theatre | 16,963                      | 18,365                 | ☺                 | 45,756                             | NA      | NA  |          |
| Number of visitors to leisure centres                                | 273,771             | 285,005                                  | ☺                           | 576,460                | NA                | NA                                 | 565,157 | Increase on previous quarter due to new activities in programme and summer holiday programme / extended opening hours in Dual Use Centres. Slight increase from same period in 09/10.     |          |
| Number of visitors to the Museum and Bordesley Abbey Visitors Centre | 11,008              | 16,677                                   | ☺                           | 15,369                 | NA                | NA                                 | 15,068  | Significant increase due to two new events and summer long Dinosaur exhibition. Weather was much improved from previous year resulting in higher attendances at standard events provided. |          |
| Number of over 60's swimming usage                                   | 4,554               | 4,730                                    | ☺                           | 9,176                  | NA                | NA                                 | 8,996   | Decrease in quarter 2 due to end of Free Swimming Programme; although year to date figures show a small increase in numbers.  |          |
| Number of under 16's swimming usage                                  | 16,771              | 11,486                                   | ☹                           | 23,667                 | NA                | NA                                 | 23,203  | Decrease due to end of summer holiday programme and cessation of free swimming programme.   |          |
| Attendance at community events                                       | 28,741              | 49,151                                   | ☺                           | 43,248                 | NA                | NA                                 | 42,400  | Significant increase due to 3 large events being provided (Landscape & Countryside Services).   |          |
| Attendance at community centres                                      | 78,896              | 87,391                                   | ☺                           | 154,683                | NA                | NA                                 | 151,650 | Seasonal trend. Reduction from previous quarter due to regular pre-school sessions closing down for summer period. Year to date figures show an increase in attendance.                   |          |
| Attendance at sports development sessions                            | 29,200              | 29,556                                   | ☺                           | 60,935                 | NA                | NA                                 | 59,741  | Seasonal trend, Schools programme closes down for Summer period.  |          |
| Attendance at arts development sessions                              | 3,796               | 8,729                                    | ☺                           | 10,048                 | NA                | NA                                 | 9,851   | Increase due to September Arts Festival.  |          |
| Number of visits to Arrow Valley Countryside Centre                  | 181,509             | 211,520                                  | ☺                           | 341,726                | NA                | NA                                 | 335,025 | Seasonal trend. High figure over summer period particularly in view of weather conditions. Increase from comparable period 09/10 due to improved weather conditions.                      |          |

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



| Indicator Description  | Indicator Reference | Current                     |                             |                        |                   | Historic                           |         |           | Comments  |
|--|---------------------|-----------------------------|-----------------------------|------------------------|-------------------|------------------------------------|---------|-----------|---|
|  |                     | 1 April 2009<br>30 Sep 2009 | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2010/11 | Benchmark<br>(where<br>applicable) | 2008/09 | 2009/10   |   |
| Perceptions of anti-social behaviour (former PS)                       | NI 017 H            | NA                          | Viewpoint<br>Survey         | NA                     | TBC               | NA                                 | NA      | 39.0% (P) | Annual indicator.   |
| Assault with injury crime rate   | NI 020 H            | NA                          | #                           | NA                     | 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                          | #                           | NA                     | 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. |
| Per capita reduction in CO2 emissions in the LA area                   | NI 186 H            | NA                          | Annual                      | NA                     | TBC               | NA                                 | NA      | NA        | Annual indicator.   |
| Improved street and environmental cleanliness - litter                 | NI 195(a) H         | NA                          | #                           | NA                     | 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 all residential properties             | SA 001a             | NA                          | #                           | NA                     | 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                          | #                           | NA                     | 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 quarter last year    | ☺  | Positive Trend                          | +ve  |
| Worsening performance compared to same quarter last year    | ☹  | Negative Trend                          | -ve  |
| No change in performance compared to same quarter last year | ☺  | Data is provisional                     | *    |
| No data available for the period                            | #  | To be confirmed                         | TBC  |
| Not applicable for this indicator/period                    | NA | Place Survey                            | (PS) |
|   |    | Recovery plan in place                  | (RP) |
|   |    | Lower Super Output Area                 | LSOA |
|   |    | West Midlands                           | WM   |
|   |    | Department of Energy and Climate Change | DECC |

| Indicator Description  | Indicator Reference | Current                     |                             |                        |                                      | Historic                           |         |           | Comments  |
|--|---------------------|-----------------------------|-----------------------------|------------------------|--------------------------------------|------------------------------------|---------|-----------|---|
|  |                     | 1 April 2009<br>30 Sep 2009 | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2009/10                    | Benchmark<br>(where<br>applicable) | 2008/09 | 2009/10   |   |
|  |                     | Annual                      | Annual                      | NA                     | 4% reduction<br>on 08/09<br>baseline | NA                                 | 3,637   | TBC       |   |
| 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. Provisional outturn is Q4 2009/10 outturn is approximately a 6% reduction; the majority of savings coming from reduction in buildings emissions. Before this outturn is validated we are awaiting guidance from DECC on the methodology they want us to use. DECC still have not announced when this will be.                  |
| 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       | As above, 6% reduction.   |
| Per capita reduction in CO2 emissions in the LA area   | NI 186              | Annual                      | Annual                      | NA                     | 3% reduction                         | 8.1                                | 7.3     | #         | This is an annual indicator. 2005 benchmark. 2008/09 data refers to 2008 data supplied by DECC (there is always a 2 year time lag). Although we are demonstrating a 6.4% reduction from 2005 it remains to be seen whether or not the majority of this reduction is related to the economic downturn as opposed to activity specifically undertaken by RBC. |
| 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. With the same proviso as for NI185 the current provisional outturn is as shown.  |
| 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. With the same proviso as for NI185 the current provisional outturn is as shown.  |
| Percentage who people who agree that the Council provides value for money  | WMO 018             | NA                          | Viewpoint Survey            | NA                     | +ve                                  | NA                                 | 35.0%   | 35.6% (P) | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.   |
| Percentage of people who are satisfied with the way the Council runs things  | WMO 019             | NA                          | Viewpoint Survey            | NA                     | +ve                                  | NA                                 | 43.0%   | 47.3% (P) | Bi-annual indicator. The next survey is to take place in November 2010 and initial data is expected toward the end of January 2011.   |

| Key to Terms and Symbols                                    |                |   |      |
|---|----------------|---|------|
|   | Positive Trend | +ve                                     | (RP) |
| Improving performance compared to same quarter last year    | ☺              | Recovery plan in place                  |      |
| Worsening performance compared to same quarter last year    | ☹              | Lower Super Output Area                 | LSOA |
| No change in performance compared to same quarter last year | ☺              | West Midlands                           | WM   |
| No data available for the period                            | #              | Department of Energy and Climate Change | DECC |
| Not applicable for this indicator/period                    | NA             | Place Survey                            | (PS) |

| Indicator Description  | Indicator Reference | Current                     |                             |                        |                               | Historic                           |         |         | Comments  |
|--|---------------------|-----------------------------|-----------------------------|------------------------|-------------------------------|------------------------------------|---------|---------|---|
|  |                     | 1 April 2009<br>30 Sep 2009 | 1 April 2010<br>30 Sep 2010 | Direction of<br>Travel | Target<br>2010/11             | Benchmark<br>(where<br>applicable) | 2008/09 | 2009/10 |   |
|  |                     |                             |                             |                        |                               |                                    |         |         |   |
| Number of households living in temporary accommodation               | NI 156              | 2                           | 7                           | ☹                      | 15                            | 0                                  | 10      | 7       | Remains the same as last quarter which is well within the set target of 15.   |
| Processing of major planning applications determined within 13 weeks | NI 157(a)           | 100.00%                     | 80.00%                      | ☹                      | 97%                           | 100%                               | 93.75%  | 100%    | 1 application determined out of time this quarter.  |
| Processing of minor planning applications determined within 8 weeks  | NI 157(b)           | 97.30%                      | 100.00%                     | ☺                      | 93%                           | 100%                               | 90.41%  | 95.24%  | All applications determined within 8 weeks.   |
| Processing of other planning applications determined within 8 weeks  | NI 157(c)           | 98.70%                      | 93.88%                      | ☹                      | 96%                           | 100%                               | 97.83%  | 98.16%  | Only 1 application determined out of time within the last quarter, above national average.  |
| New business registration rate (per 10,000 population)               | NI 171              | Annual                      | Annual                      | NA                     | 4 more than<br>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<br>above WM<br>rate | 15.90%                             | 15.90%  | #       | Annual indicator.   |
| Average time taken to relet local authority housing (days)           | BV 212              | 28.32                       | 18.99                       | ☺                      | 24 days                       | NA                                 | 27.46   | NA      | Performance is well within our target this continues to be down to teams working together. Where properties have taken longer to turn around this is normally due the installation of new bathrooms / kitchens. |
| Business events per annum  | EC 004              | NA                          | Annual                      | NA                     | 2                             | NA                                 | NA      | NA      | Annual indicator.   |
| Number of vacant units in Town Centre                                | EC 016              | NA                          | Annual                      | NA                     | TBC                           | NA                                 | NA      | NA      | Annual indicator.   |

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



REDDITCH BOROUGH COUNCIL**EXECUTIVE  
COMMITTEE**

2nd December 2010

**BENEFITS IMPROVEMENT PLAN – QUARTERLY MONITORING JULY TO  
SEPTEMBER 2010**

|                           |  |
|---------------------------|--|
| Relevant Portfolio Holder | Councillor Braley, Portfolio Holder for Corporate Management |
| Relevant Head of Service  | Teresa Kristunas, Head of Finance and Resources              |
| Non-Key Decision          |  |

**1. SUMMARY OF PROPOSALS**

The report advises Members on the performance of the Benefits Service during the third quarter and to provide an update on progress against the Benefits Service Improvement Plan.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**subject to any comments, the report be noted.**

**3. BACKGROUND**

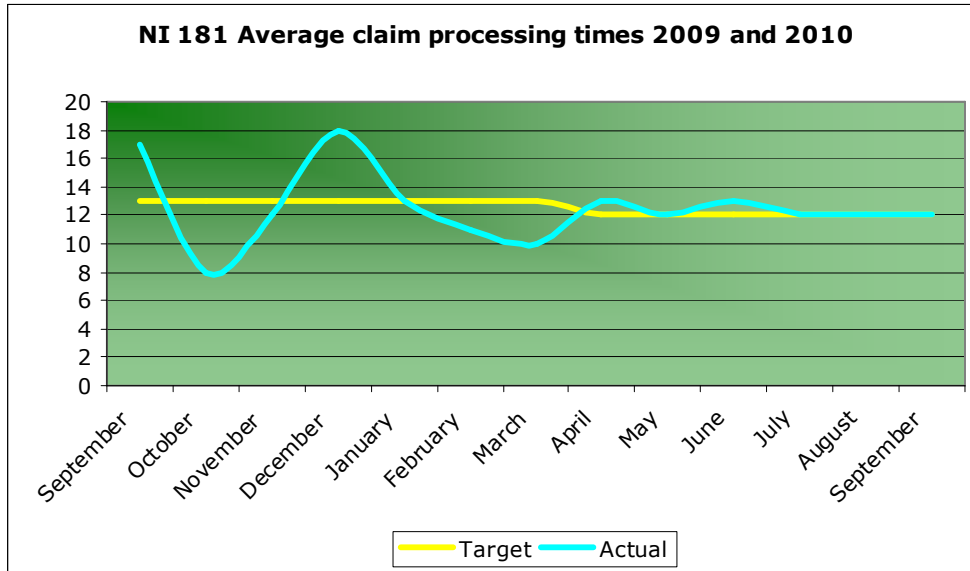
- 3.1 The Benefits Service Improvement Plan was developed in response to the Audit Commission Inspection in February 2009.
- 3.2 Work is progressing towards the aims of the improvement plan. The service was re-inspected in October 2010 and the new findings from the Audit Commission will be known in November 2010 and published early January 2011.

**4. KEY ISSUES****4.1 Claims Performance**

There is one national Indicator for the Benefits Service, NI181 which measures the average time taken to process new claims and change events for Housing Benefit and/or Council Tax Benefit claims. The target average of 12 days has been met with new claims taking on average 18 days to process and change events taking 11 days on average.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010



- 4.2 The table below gives some context to these figures, the most recent national data available is the average for the 2009/10 year and as can be seen new claims are being processed considerably faster than the national average. Change events are lagging behind the national trend but the national figures include a lot of system based work in the final quarter which are not part of the indicator but have reduced the national average.

**Average processing times**

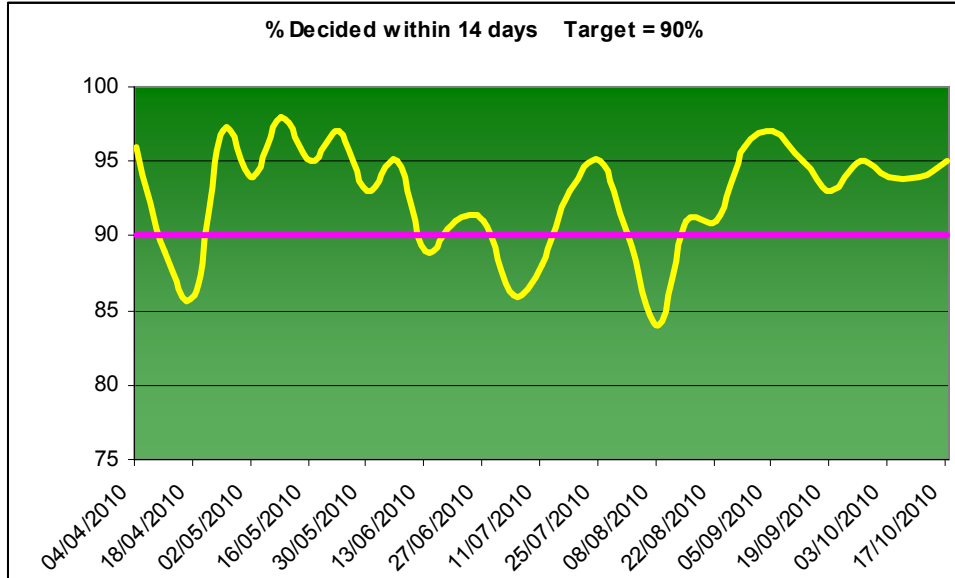
|                              | National Average 2009/10 | RBC Quarter 2 2010/11 |
|------------------------------|--------------------------|-----------------------|
| Combined                     | 11                       | 12                    |
| New claims                   | 25                       | 18                    |
| Change Events within 14 days | 25                       | 11                    |

- 4.3 A locally reported performance measure is the percentage of claims decided within 14 days of being able to make a decision on the claim. A target of 90% has been set for the current year and the average for the second quarter was 92%.

**REDDITCH BOROUGH COUNCIL**

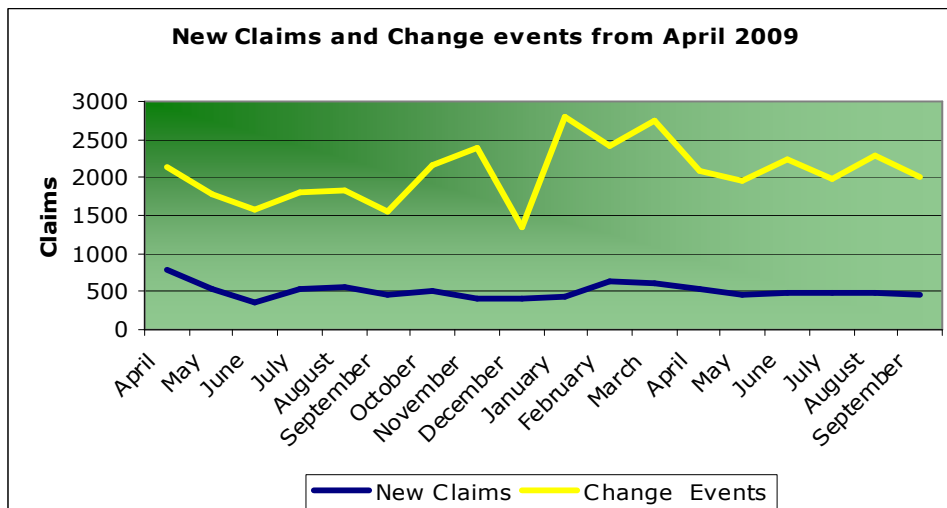
**EXECUTIVE  
COMMITTEE**

2nd December 2010



4.4 Case-load and Claims received

The number of claims received increased in the quarter with 1146 claim forms being received compared with 1029 in the previous quarter. The caseload also increased slightly to 8169 up from 8132 at the end of the previous quarter. A total of 6202 change events were worked on in the quarter compared to 6282 in the previous quarter. 1387 new claims were decided compared to 1463 previously.



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

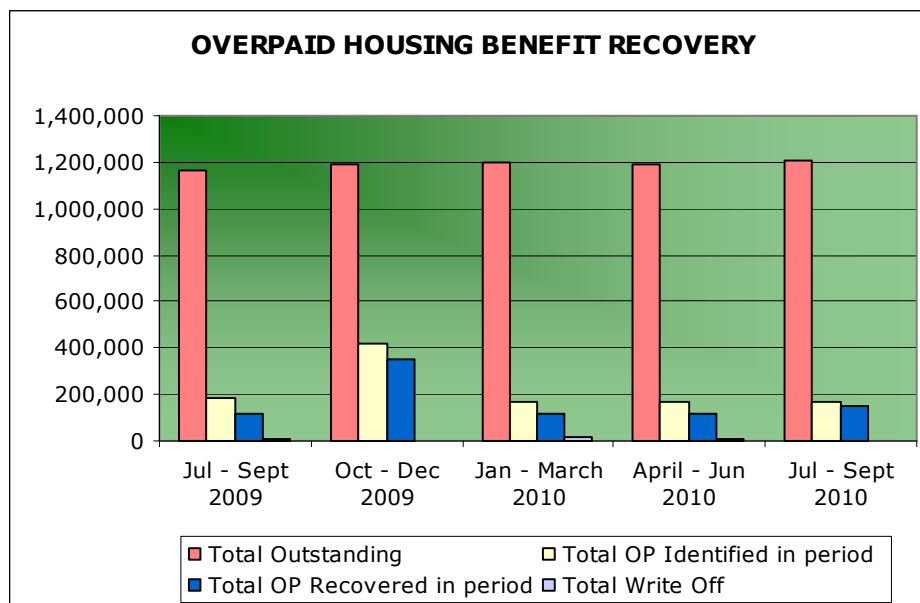
## 4.5 New ways of working

Over the summer the Benefits Services changed how outstanding work was distributed. Rather than some of the team work on new claims in date order and some work on change events in date order the caseload has been divided into work areas based on surname. This has enabled documents in the services electronic document management system to be coded so that they are sent directly to the relevant Officer as soon as they are scanned.

- 4.6 A new performance management framework has also been introduced where staff have a target number of claims to process. Rather than having a target for new claims and a target for changes the target can be achieved by processing either claim type – a new claim is weighted at 1.5 and changes at 0.3 to reflect the extra work normally required to process a new claim. The target of 5 per day is based on completed claims only to reward getting it right first time. The framework will be extended in the new year to include an accuracy weighting.

## 4.7 Overpayment recovery

The amount of outstanding overpaid Housing Benefit was £1,206,271 at the beginning of the quarter. New overpayments totalling £165,374 were identified and £154,838 was recovered in the quarter. This meant that an amount equal to 94% of the debt identified in the quarter was recovered or 11% of the total debt outstanding at the start of the quarter.

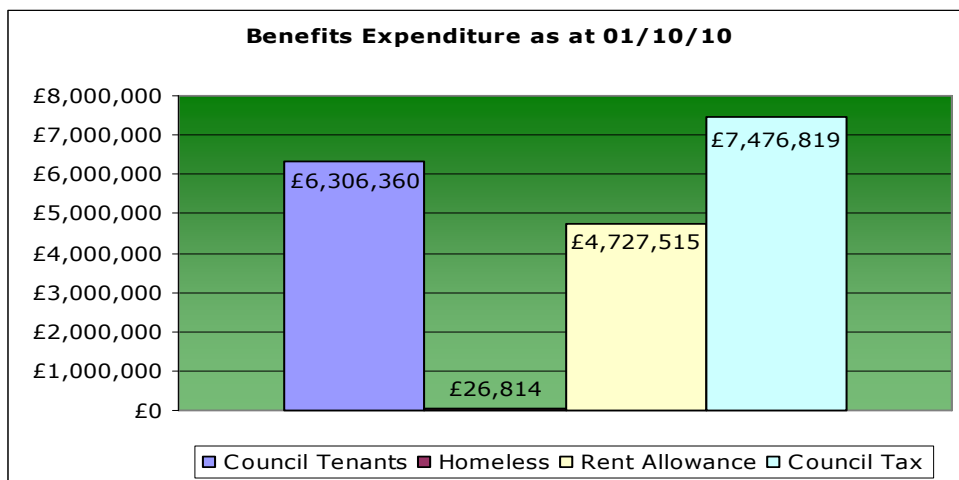




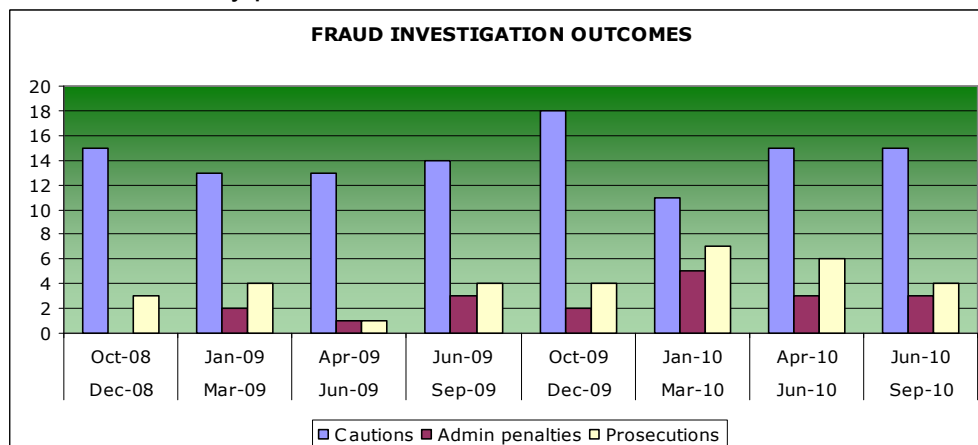
**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

- 4.8 The service also monitors that the level of overpayments caused by Local Authority Error remains below the threshold. Only £28,533 or 0.16% of qualifying expenditure has been treated as Local Authority error.
- 4.9 Local Authorities receive a grant to cover all overpayments attributed to Local Authority delay or error as long as the total does not exceed 0.48% of qualifying expenditure (qualifying expenditure in this case being expenditure which attracts 100% subsidy).
- 4.10 Total expenditure on Benefit payments at the end of quarter was £18,537,508. Expenditure for the same period last year was £17,653,940.



- 4.11. Counter Fraud work  
In the quarter 372 cases where fraud was suspected were referred to the Investigations team, and 15 Cautions and 3 Administration penalties were issued. 1 case was identified as being suitable for prosecution and 4 cases were successfully prosecuted.



**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

4.12 Accuracy

A system generated 4% sample of work processed is undertaken to help ensure that the correct decision is being made. The current accuracy figure is for 99.84%. The check requires another Officer to verify that the claim has been set up correctly. Further quality checks are undertaken by home visits three months after a new claim has been put into payment (apart from Pension Credit claims).

**Improvement plan**

4.13 The majority of the improvement plan has been completed or there are plans in place to complete the improvement. Following the October 2010 re-inspection further recommendations are expected which can be used to develop the service. The original inspection set out four main recommendations covering; improved management and collection of overpaid Housing Benefit, adopting a Take-Up strategy, making the service more accessible and setting challenging service standards and performance targets.

4.14 The overpayment recovery process has been mapped, a new Overpayments Officer appointed and aged debt reports are regularly run and monitored. This has led to improved overpayment recovery.

4.15 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. More than £100,000 extra income has been obtained for local people in the last nine months.

4.16 Service users have been asked their views on aspects of service provision and the service is working closer with voluntary and community organisations.

4.17 The web site has been updated and made more relevant with electronic forms for new claims as well as changes. Work has been done with the Customer Service staff to promote the Quick Response process where claims can be dealt with within two working days. Closer working with landlords including successful trial for a landlord to gather evidence for claims.

4.18 Detailed Service standards set, monitored and reported to customers. Regular performance reporting to Councillors and Senior Officers and improved performance management of processing staff.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

4.19 The final position regarding the Benefits Improvement Plan has been included at Appendix 1.

**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

**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 effective recovery procedures for overallowed 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 specific.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

None Specific.

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

None Specific.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**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**

The Performance Development Team are as useful source of learning for the Benefits Service.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None Specific.

**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 |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

|  |     |
|--|-----|
| 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**

No Specific Ward Relevance.

**22. APPENDICES**

Appendix 1 - Position Statement – Benefits Service Improvement Plan as at September 2010.

**23. BACKGROUND PAPERS**

Audit Commission inspection report.

**AUTHOR OF REPORT**

Name: Teresa Kristunas  
 E Mail: teresa.kristunas@redditchbc.gov.uk  
 Tel: Ext: 3295



**Appendix 1**

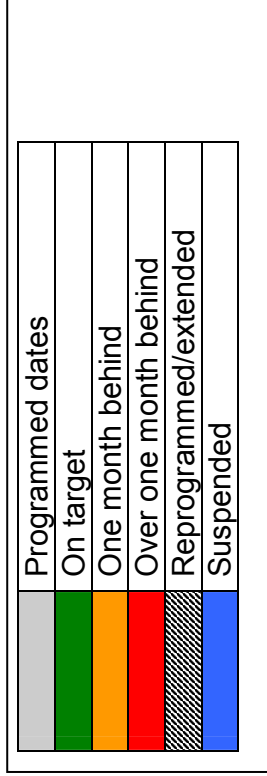
**Key Objective WM8:**

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:** September 2010



| Ref.             | Action  | Lead                           | Month |     |      |      |     |     |     |     |     |     |     |     | Comment /<br>Corrective Action |   |
|------------------|---|--------------------------------|-------|-----|------|------|-----|-----|-----|-----|-----|-----|-----|-----|--------------------------------|---|
|                  |   |                                | April | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |                                |   |
| <b>25.1 (R1)</b> | <b>Improve the management and collection of all Housing Benefit overpayments.</b> |                                |       |     |      |      |     |     |     |     |     |     |     |     |                                |   |
| R1d              | Review the write off policies and procedure.                                      | David Riley                    |       |     |      |      |     |     |     |     |     |     |     |     |                                | COMPLETE<br>New policy approved and being used.       |
| R1h              | Overall profile of the historic debt is not reported or regularly monitored.      | Mandy Vernon/<br>Sandra Maddox |       |     |      |      |     |     |     |     |     |     |     |     |                                | COMPLETE<br>Regular monitoring of aged debt analysis. |
| <b>25.7 (R7)</b> | <b>Performance Management</b>   |                                |       |     |      |      |     |     |     |     |     |     |     |     |                                |   |

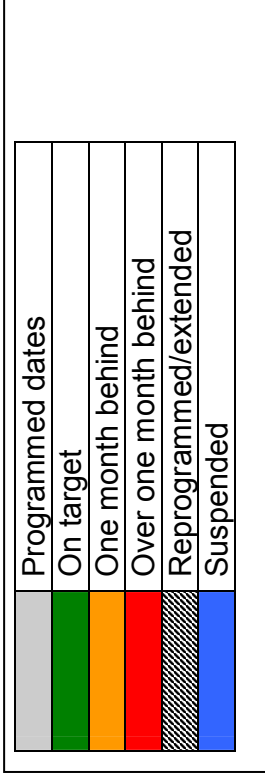
**Key Objective WM8:**

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:** September 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<br>Data analysed and targets set.<br>Revised performance management arrangements from April 2010.<br><br>Feedback given to processing staff on their current performance. |
| <b>25.10 (R10)</b> | <b>Customer Access</b>   |              |       |     |      |      |     |     |     |     |     |     |     |     |  |
| R10d               | Benefits Service has not yet identified its hard to reach groups.  | David Taylor |       |     |      |      |     |     |     |     |     |     |     |     | COMPLETE<br>Regular attendance at Disability Group meetings to identify any potential problems or difficulties.  |
| R10e               | The Service has not formally assessed whether all users have fair and equal access to the Service and its policies.  | David Taylor |       |     |      |      |     |     |     |     |     |     |     |     | COMPLETE<br>Initial Equality Impact Assessment undertaken  |



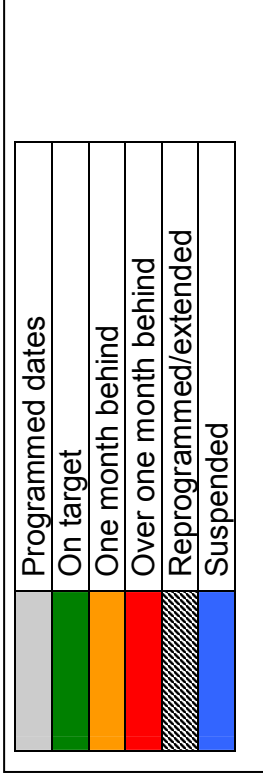
**Key Objective WM8:**

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:** September 2010



| Ref.               | Action  | Lead                          | April | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Comment / Corrective Action   |
|--------------------|---|-------------------------------|-------|-----|------|------|-----|-----|-----|-----|-----|-----|-----|-----|---|
| R10f               | Some vulnerable claimants are receiving a slower service than other claimants.  | David Taylor                  |       |     |      |      |     |     |     |     |     |     |     |     | COMPLETE<br>Analysis undertaken to understand reasons – links made to local groups to discuss any problems.                 |
| <b>25.11 (R11)</b> | <b>Value for Money</b>  |                               |       |     |      |      |     |     |     |     |     |     |     |     |   |
| R4g                | Relate service costs directly to the outcomes and performance delivered, establishing whether improving value for money is being achieved.    | Teresa Kristunas              |       |     |      |      |     |     |     |     |     |     |     |     | COMPLETE<br>Service costs identified and further work to be undertaken following re-inspection report.                      |
| R11a               | Demonstrate improved outcomes that have arisen from actively exploring opportunities to work in partnership to deliver financial efficiencies | David Taylor/Teresa Kristunas |       |     |      |      |     |     |     |     |     |     |     |     | COMPLETE<br>Shared Service and shared training with Bromsgrove and Wyre Forest. To be continued via transformation process. |

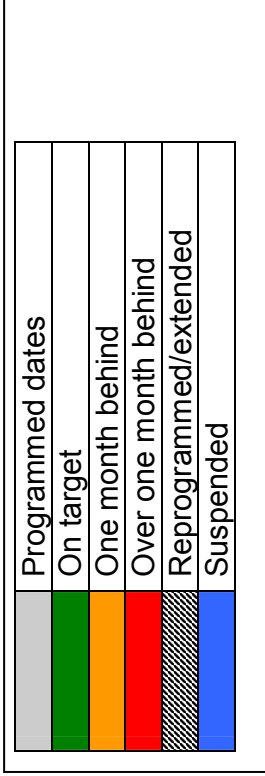
**Key Objective WM8:**

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:** September 2010



| Ref. | Action   | Lead                          | April     | May       | June      | July             | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Comment / Corrective Action   |
|------|--|-------------------------------|-----------|-----------|-----------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---|
| 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        | On target | On target | On target | On target | On target | On target | On target | On target | COMPLETE<br>Limited comparison already undertaken. Further work to be considered once re-inspection report available. |
| 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 | COMPLETE<br>Shared service. E-claim form and BACS take-up. Transformation process.                                    |
| 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        | On target | On target | On target | On target | On target | On target | On target | On target | COMPLETE<br>Linked to above work on identifying costs and linking to performance and outcomes.                        |

**25.13 (R13) System and System Reports**

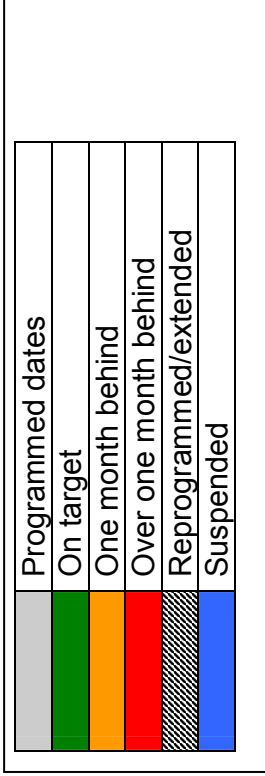
**Key Objective WM8:**

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:** September 2010



| Ref. | Action   | Lead                      | April     | May       | June      | July      | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Comment / Corrective Action   |
|------|--|---------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---|
| 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 Sprout  | 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<br>Monthly monitoring of claim.<br>IBS consultancy.<br>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 | On target | On target | On target | On target | On target | On target | On target | Further work to be done to improve notification letters – wait for findings from re-inspection. |



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**QUARTERLY MONITORING OF COMPLAINTS: JULY-SEPTEMBER 2010 (1st Quarter)**

|                           |  |
|---------------------------|--|
| Relevant Portfolio Holder | Councillor Michael Braley, Portfolio Holder for Corporate Management |
| Relevant Head of Service  | Amanda de Warr, 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 2 of the 2010/11 financial year.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**the update on complaints and compliments for the period July to September 2010 be noted.**

**3. BACKGROUND**

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

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

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

- 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**

- 4.1 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:

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

- 4.3 77% of Stage 1 complaints were responded to within the 10 day target compared to 74% in the same quarter last year 75% for the whole of 2009-10.
- 4.4 90% of Stage 2 complaints were responded to within the 10 day target compared to 80% in the same quarter last year and 74% for the whole of 2009-10.
- 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.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****2nd December 2010**

- 4.6 There were no Ombudsman enquiries/complaints during the 1st quarter of 2010-11, but two in the 2nd quarter with an average response time of 23 days.
- 4.7 The Ombudsman Response times for previous years are as follows:

| <b>Year</b> | <b>Number of Enquiries</b> | <b>RBC average days</b> |
|-------------|----------------------------|-------------------------|
| 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.

**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.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

**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.

**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 Appendices One and Four.



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**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 |

**21. WARDS AFFECTED**

All Wards

**22. APPENDICES**

Appendix One : Monitoring data 2nd Quarter (July-September 2010)  
 Appendix Two : Quarterly Complaints Statistics  
 Appendix Three : Quarterly Compliments Statistics  
 Appendix Four: What has been learnt and Service Improvements

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

**23. BACKGROUND PAPERS**

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

**24. KEY**

None

**AUTHOR OF REPORT**

Name: Susan Tasker, PA to Chief Executive  
E Mail: susan.tasker@redditchbc.gov.uk  
Tel: 01527 53400 ext 3299

**APPENDIX 1****COMPLAINTS MONITORING****July-September 2010-2011 (2<sup>nd</sup> 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 <sup>st</sup> Quarter | 14                   | 11 (79%)                                     | 5                   | 1                          | 7                       | 1  |
| 2 <sup>nd</sup> Quarter | 26                   | 20 (77%)                                     | 6                   | 5                          | 15                      |  |

**Of the 26 Stage 1 complaints, details of the eleven that were Justified or Partly Justified:**

| Service               | Nature of Complaint                         | Justified/ Partly Justified | Action Taken or explanation   | Service Improvement          |
|-----------------------|---|-----------------------------|---|------------------------------|
| Repairs & Maintenance | Unhappy with how disabled shower was fitted | Partly Justified            | The shower curtain was as requested by the O/T and the water seeping underneath is due to the fact that tenant is assisted into the shower by her husband so this causes the shower curtain to move which allows water to seep across the floor. SPI do not give times, only dates, as to when their workmen will call - this was not handled particularly well by either their electrician or decorator and SPI are now aware of this. However, this is the first complaint received about SPI since taking on installation of level access showers. | Monitor SPI customer service |

|                       |   |                  |   |   |
|-----------------------|---|------------------|---|---|
| Tenancy/<br>OSS       | Tenancy Advice  | Justified        | Apology given for the way in which the residents were treated at the OSS, and a full explanation given of the involvement of the Special Needs Team.  | Further training to be arranged for OSS Advisor involved.   |
| Community Centres     | Complaint about member of staff spoke to resident when son had cut himself on thistles.   | Justified        | Courtyard area cleared of all weeds and potential plants of a spiky nature the following day.   | Implemented within 48 hours of Manager being made aware of it.  |
| Repairs & Maintenance | Fence was replaced and a tree removed without advising (which was special to them) and trodden on the plants and shrubs/trashed the garden. | Partly Justified | Normally tenant would be asked to clear overgrowth to garden themselves, however due to age of tenant, we arranged for Landscape to clear. Unfortunately they removed a tree which daughter says was of sentimental value. Tenant did not point out tree should not be removed. | Genuine error as tenants themselves did not confirm about the removal of the tree.                        |
| Housing Options       | Housing application – lack of information from officer.   | Jusified         | Spoken to member of staff. Team Leader now to deal with the case to assist the customer.  | Updated procedures for someone being off sick and appointment cover. All staff trained on new procedures. |
| Capital               | Central Heating – missed target dates, work not fully completed, chasing work and claim for compensation.                                   | Partly Justified | Electric fire and surround has been provided to Mr Ward. An inspection has been made to check the installation after Mr Ward has finished decorating.   | Consult with tenant prior to installation.  |
| Tenancy               | Problems with a mutual exchange.  | Partly Justified | Officers failed to confirm in writing the outcome of a mutual exchange application.   | Officers will be given training on mutual exchange procedures.  |

|                       |   |                  |  |  |
|-----------------------|---|------------------|--|--|
| Housing Options       | Housing for parents due to disability   | Partly Justified | Housing Options Officers spoken to regarding giving advice and not recording this.   | Specialist leaflet to be produced for owner occupiers to explain information more clearly  |
| Tenancy/OSS           | Contesting payment of rent when tenancy termination and advice given in OSS   | Justified        | Apology given and debt written off.  | Arranged for OSS staff to have additional training on tenancy issues to ensure that they know the correct procedures and to ensure advice given in future is correct. Regular training programmes are in place where all procedures will be tested with the Tenancy Team and OSS Officers. |
| Repairs & Maintenance | SPI workmen went to wrong address. Offered no apology. Requesting compensation for loss of earnings as husband having to book further day off for rescheduled appointment | Justified        | A letter of apology was sent by SPI to the tenants and a convenient date to carry out the works was arranged. This work has now been done to Mr & Mrs Clarke's satisfaction. | The contractor will make sure they contact the resident if for any reason they are not able to carry out the works on the agreed date or time. This procedure is now in place.   |
| Capital               | Problem with repair to bath   | Justified        | Arranged to fit a new plastic bath and discussed customer care policy with contractor  | Only use plastic baths, not coated steel; continued close communication with tenants where there are queries/complaints; improved customer care info delivered to all tradesmen visiting Council owned properties  |

**Complaints Appeals (Stage 2)**

|                         | <b>Number</b> | <b>Target Met<br/>(response within 10<br/>working days)</b> | <b>Complaints Upheld</b>   |
|-------------------------|---------------|---|--|
| 1 <sup>st</sup> Quarter | 4             | 3 (75%)   | 2<br>(Stage 1 response<br>had classed as<br>complaint as justified<br>– so agreeing that<br>was still the case ie<br>not overturning<br>previous decision) |
| 2 <sup>nd</sup> Quarter | 10            | 9 (90%)   | 2 (Stage 1 response<br>classed as<br>Justified/Partly<br>Justified – so<br>agreeing that was<br>still the case ie not<br>overturning previous<br>decision) |

**Member Complaint Appeals (Stage 3)**

|                         | <b>Number</b> | <b>Dismissed Cases</b> |
|-------------------------|---------------|------------------------|
| 1 <sup>st</sup> Quarter | 1             | 1                      |
| 2 <sup>nd</sup> Quarter | 2             | 2                      |

**COMPLAINTS MONITORING : July-September 2010 (2nd 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 - to date | Outcome                            |
|---------------------|------------------|-------------------|---------------------|----------------------------|----------------|---------------------------------|------------------------------------|
| Housing             | 2 <sup>nd</sup>  | 120710            | <b>060810</b>       | <b>20 07 10</b>            | <b>11 days</b> | 11 days                         | No Maladministration – case closed |
| Property/ WETT      | 2 <sup>nd</sup>  | 100910            | <b>011010</b>       | <b>14 10 10</b>            | <b>35 days</b> | 23 days                         | Not yet received reply from LGO    |

| 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        |

| <b>2009/10 STATS FOR DISTRICT COUNCILS</b> |                   |                        |
|--|-------------------|------------------------|
| <b>Less than 28 days</b>                   | <b>29-35 days</b> | <b>36 days or more</b> |
| 61%  | 22%               | 17%                    |





**APPENDIX 2**

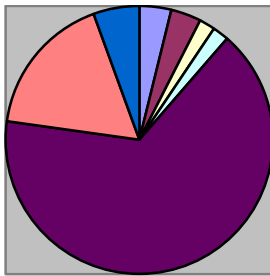
# Redditch Borough Council Quarterly Compliment Statistics



## July-Sept 2010

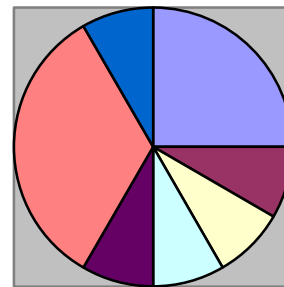
There were a total of 70 compliments in the last quarter

### PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



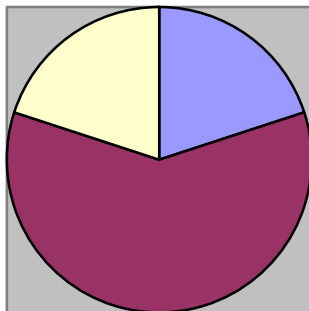
|                           |                  |
|---------------------------|------------------|
| ■ BusinessCentres(2)      | ■ Capital(2)     |
| ■ Planning(1)             | ■ Rent(1)        |
| ■ Repairs&Maintenance(35) | ■ HomeSupport(9) |
| ■ Tenancy(3)              |                  |

### LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



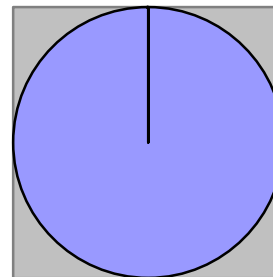
|                        |                     |                      |                      |
|------------------------|---------------------|----------------------|----------------------|
| ■ Childrens Centres(3) | ■ Abbey Stadium (1) | ■ Cleansing(1)       | ■ CommunitySafety(1) |
| ■ DialARide(1)         | ■ Landscape(4)      | ■ WasteCollection(1) |                      |

### FINANCE & RESOURCES DIRECTORATE



|               |                       |                     |
|---------------|-----------------------|---------------------|
| ■ Benefits(1) | ■ CustomerServices(3) | ■ Legal Services(1) |
|---------------|-----------------------|---------------------|

### POLICY, PERFORMANCE AND PARTNERSHIPS DIRECTORATE



|           |
|-----------|
| ■ None(0) |
|-----------|

### What did you compliment?

The majority of compliments related to Repairs & Maintenance



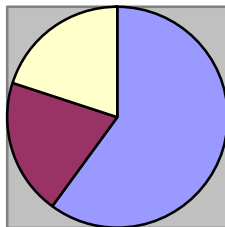
APPENDIX 3



# Redditch Borough Council Quarterly Complaints Statistics

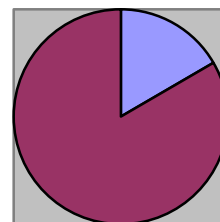
**July-September 2010**  
There were a total of 26 complaints in the last quarter

LEISURE, ENVIRONMENT & COMMUNITY  
DIRECTORATE



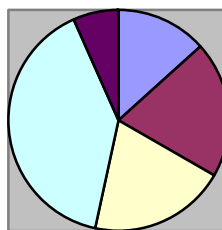
- Anti-Social Behaviour(3)
- Community Centres(1)
- Assets/Drainage(1)

FINANCE & RESOURCES  
DIRECTORATE



- Legal(1)
- Revenues/Council Tax(5)

PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



- Capital(2)
- Housing Options(3)
- Repairs(3)
- Tenancy(6)
- Planning(1)

**What did you complain about?**

The majority of complaints related to Council Tax 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



APPENDIX 4

# Redditch Borough Council Quarterly Complaints Statistics



## July-September 2010

### What we Learnt and Service Improvement

| Issue  | Action Taken/Improvement   |
|--|--|
| Unhappy with how disabled shower was fitted                      | Monitor contractor.  |
| Thistles at Community Centre cut child                           | Courtyard area cleared of all weeds and potential plants of a spiky nature the following day.  |
| Housing application – lack of information from officer.          | Staff training and procedures updated  |
| Housing Options – problem due to disability                      | Specialist leaflet to be produced for owner occupiers to explain information more clearly  |
| Housing Contractor went to wrong address and appointment missed. | The contractor will make sure they contact the resident if for any reason they are not able to carry out the works on the agreed date or time. This procedure is now in place.   |
| Problem with repair to bath                                      | Only use plastic baths, not coated steel; continued close communication with tenants where there are queries/complaints; improved customer care information delivered to all tradesmen visiting Council owned properties |
| Various Complaints   | Staff Training arranged, procedures updated and apologies given where council was at fault   |



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**DISPOSAL OF LAND – “TEAR DROP” ADJ. A441 ALVECHURCH HIGHWAY,  
REDDITCH**

|                           |  |
|---------------------------|--|
| Relevant Portfolio Holder | Cllr Michael Braley, Portfolio Holder for Corporate Management |
| Relevant Head of Service  | Teresa Kristunas, Head of Finance and Resources                |
| Key Decision              |  |

**1. SUMMARY OF PROPOSALS**

To seek formal approval to the disposal of the land known as the “Tear Drop”.

**2. RECOMMENDATIONS**

The Committee is asked to **RESOLVE** that

- 1) the land known as the “Tear Drop” be disposed of for the purposes detailed in the report; and
- 2) Officers be instructed to proceed with the offer from Party E as detailed in the confidential Appendix 2 to the report.

**3. BACKGROUND**

The Council’s has previously considered the disposal of the site known as the “Tear Drop” as part of the former Atlantic Beacon proposal for the redevelopment of the Abbey Stadium. The proposal was for the site to be developed for hotel use and possibly a pub which would have been acceptable in Planning terms. It was envisaged in March 2008 that once an agent had been engaged to market the site that there may be a start on site as soon as early 2009.

**4. KEY ISSUES**

- 4.1 Despite an agreed proposal for the site officers have been unable to locate a formal approval by members for the disposal of the site. However, action has been taken to progress the disposal of the site.
- 4.2 Following local, regional and national advertising and several meetings with interested parties 5 offers have been received for the site. There is a very significant range in the value of the bids. The variation in the bids is due to

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

the proposed use for the site. The lowest bid being from a purchaser with no immediate plans for development.

- 4.3 The highest bid is from a purchaser who already has a business in the Borough and is interested in acquiring the site to enable them to unlock existing expansion plans for which they have already been granted planning permission. The offer is conditional upon planning, survey and searches for the proposed development.
- 4.4 The potential capital receipt for the site will be subject to clawback to English Partnerships of approximately 50%, assuming an early 2011 completion. English Partnerships have previously agreed to waive the clawback but it was blocked by the then Office of the Deputy Prime Minister. Officers will be reopening discussion with English Partnerships regarding the clawback and the potential for its waiver.

**5. FINANCIAL IMPLICATIONS**

The disposal of the "Tear Drop" has the potential to generate a significant capital receipt for the Council.

**6. LEGAL IMPLICATIONS**

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.

**7. POLICY IMPLICATIONS**

It is envisaged that the proposed develop of this site will comply with existing policy.

**8. COUNCIL OBJECTIVES**

The Council will be able to use the capital receipt from this disposal to invest in its priorities.

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

There is risk that the proposed purchased is unable to obtain planning permission and that survey and search results are unsatisfactory thereby affecting the proposed purchase price.



**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

2nd December 2010

---

**10. CUSTOMER IMPLICATIONS**

There are no customer implications.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are no equality and diversity implications.

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

The disposal of surplus assets to enable the reinvestment in priority areas is considered good practice in terms of asset management. The site has been advertised widely and this has result in a good range of interest.

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

There are no climate change, carbon implications or biodiversity implications with the immediate disposal. There may however, be such issues with the proposed development.

**14. HUMAN RESOURCES IMPLICATIONS**

There are no human resource implications.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

There are no governance/performance management implications.

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

There are no community safety implications.

**17. HEALTH INEQUALITIES IMPLICATIONS**

There are no health inequalities implications.

**18. LESSONS LEARNT**

None.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

2nd December 2010

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

There has been no community or stakeholder engagement in the preparation of this report. This disposal has been discussed by the Leisure Contracts Advisory Plan and the Development Group.

**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   | No     |
| Head of Resources   | Author |
| Head of Legal, Equalities & Democratic Services                               | No     |
| Corporate Procurement Team  | No     |

**21. WARDS AFFECTED**

Abbey Ward.

**22. APPENDICES**

- Appendix 1 - Plan of the site.
- Appendix 2 - Confidential appendix.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

**2nd December 2010**

---

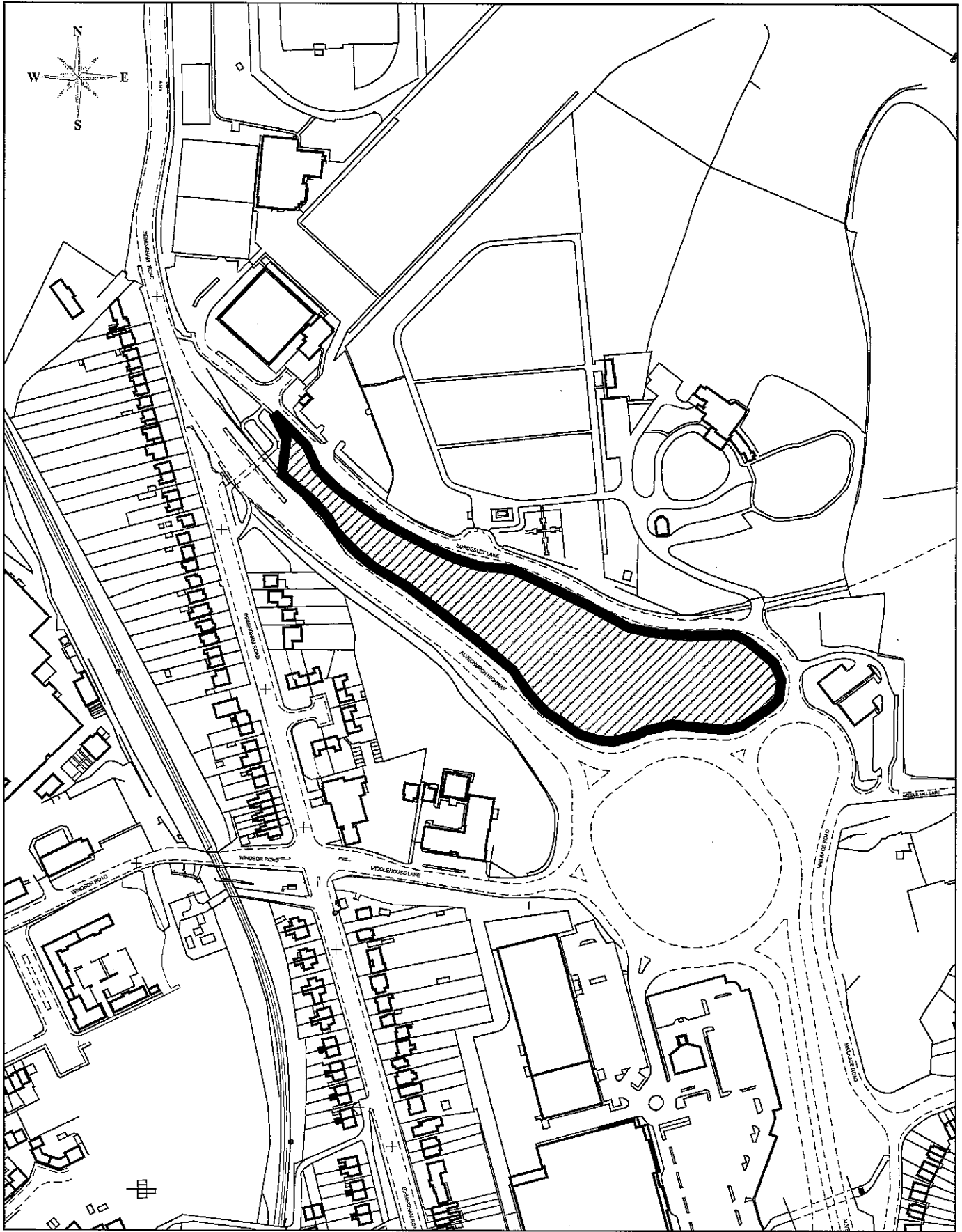
**23. BACKGROUND PAPERS**

Bids held by Worcestershire County Council Property Services  
(Confidential).

**AUTHOR OF REPORT**

Name: Teresa Kristunas, Head of Finance and Resources  
E Mail: [teresa.kristunas@redditchbc.gov.uk](mailto:teresa.kristunas@redditchbc.gov.uk)  
Tel: 01527 64252 ext 3295





**worcestershire**  
countycouncil

**Property Services**

Town Hall, Walter Stranz Square  
Redditch, Worcs B98 8AH

Project:

**Location Plan**

Drawn:

NBH

Drawing:

**The Teardrop Site**

Scale:

1:3000

Drawing No:

Date:

22/11/2010

Reproduced from the Ordnance Survey Mapping with the permission of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. Redditch Borough Council LA100024252 2010



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

Wednesday, 27th October, 2010

## MINUTES

### Present:

Councillor Diane Thomas (Chair), and Councillors Peter Anderson, Bill Hartnett, Robin King, William Norton, Brenda Quinney and Mark Shurmer

### Also Present:

Councillor Derek Taylor and Trish Buckley, (Co-opted representative for UNISON).

### Officers:

J Pickering, T Kristunas, S Hanley, J Bough and A Heighway

### Committee Services Officer:

J Bayley and M Craggs

### 115. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Anita Clayton and Graham Vickery.

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

There were no declarations of interest nor of any party whip.

### 117. MINUTES

#### RESOLVED that

**the minutes of the meeting of the Committee held on 6th October 2010 be confirmed as a correct record and signed by the Chair.**

### 118. ACTIONS LIST

Members considered the latest version of the Committee's Actions List. Officers advised, in relation to item eight on the Actions List,

.....  
Chair

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

that the membership of the Promoting Redditch Task and Finish Group had been confirmed since the previous meeting of the Committee. This membership would consist of Councillors Graham Vickery (Chair), Andy Fry, Brenda Quinney and Derek Taylor.

**RESOLVED that**

**the Actions List be noted.**

**119. CALL-IN AND SCRUTINY OF THE FORWARD PLAN**

There were no call-ins and no items were identified on the Council's Forward Plan as suitable for further scrutiny.

**120. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS**

There were no draft scoping documents for consideration.

**121. TASK AND FINISH GROUPS - PROGRESS REPORTS**

The Committee received the following reports in relation to current reviews:

a) External Refurbishment of Housing Stock

Officers reported that a further meeting of the External Refurbishment of Housing Stock Short Sharp Review Group would take place on Monday 1st November.

b) Joint Worcestershire Hub

Members were advised that there had been no further updates on the progress of this review since the previous meeting of the Committee.

c) Work Experience Opportunities

The Chair of the review, Councillor Peter Anderson, advised that the Group had convened a meeting where Members had discussed their approach to the review and had identified potential expert witnesses. The Group had also interviewed a student who had been participating in work experience at the Town Hall.

**RESOLVED that**

**the update reports be noted.**

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

## **122. PETITION TO KEEP A FAMILY RESIDENT IN A COUNCIL PROPERTY ON PROSPECT ROAD**

Officers advised that the Overview and Scrutiny Committee had a specific role in relation to consideration of certain types of petitions. The prayer for the petition received by Members requested that a family be allowed to remain in a Council property located in the Lodge Park ward. The role of the Committee was to monitor the procedure that was in place for Council housing tenancies, particularly in relation to succession arrangements.

Members were informed that Section 87 of the Housing Act 1985 outlined the rules in relation to secure tenancies. This legislation stipulated that there could only be one statutory succession to a property. These rules also applied to assured tenancies for social landlords. Officers used their discretion when considering housing allocations. Assessments were made on a case by case basis and the particular circumstances of tenants were considered as part of this process. The case which formed the basis for the petition had been noted by relevant Officers in this manner.

Residents were able to appeal any decisions made regarding tenancy of a Council house property. Under these circumstances the tenant could appeal to the Council's Housing Appeals Committee.

The Council also encouraged tenants to consider the various housing options available to them and to move to suitable accommodation when their personal circumstances changed. This included encouraging residents to consider downsizing to a smaller property when the number of residents in a household had been reduced. A number of support services and processes, such as housing mutual exchange, were available to support residents in this situation.

**RESOLVED that**

**the petition be noted.**

## **123. REVIEW OF THE DIAL-A-RIDE SERVICE**

Officers explained that the report and recommendations had been produced in accordance with the suggestions that had been outlined in a report produced by JMP Consulting. Officers had also taken into account feedback which had been provided by customers in a customer survey and the work of the Dial-A-Ride Task and Finish Group that had been undertaken in 2009.

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

Members were informed that the funding available to support community transport and concessionary fares would be affected by the transfer of responsibility for concessionary fares from District to County Councils. The Bus Service Operator Grant (BSOG), which was distributed to fund community transport and concessionary fares, was likely to be affected as part of this process. Officers were anticipating that the BSOG grant to the Dial-A-Ride Service of £11,000 would be cut. Reductions in funding would also impact on private bus companies which currently operated concessionary fares.

Many customers were aware that the economic climate and cuts to funding for local authorities could impact on the delivery of services like Dial-A-Ride. A number of customers had indicated in their customer survey responses that they would be happy to pay a larger sum for the use of the service. The fee was £1.05 per journey, a sum which had been inconvenient for some customers in the past as it required vulnerable elderly travellers to identify small change to pay for the service. Officers were suggesting that £1.60 would be a more convenient charge for the customers, though a number had suggested that they would be willing to pay as much as £2.00.

Members noted that the Council had a spare bus and that the possibility of removing this spare bus had originally been discussed as one solution to reduce the costs involved in operating the service. However, this option had not been feasible. The spare bus provided service cover when any of the other vehicles were out of circulation, thereby helping to minimise the impact on service delivery. Moreover, the introduction of the spare bus had helped the Council to ensure that maintenance work was undertaken on the Dial-A-Ride fleet during the week. Prior to the introduction of the spare bus this work had been carried out on the vehicles during the weekend at a greater financial cost to the Council.

The Committee also questioned why there had been a reduction in the use of the Dial-A-Ride service. In part, changes in usage of the service occurred over time due to client morbidity and social mobility. Furthermore, recent closures of a number of social venues had impacted on a number of customers who had regularly utilised the service to visit these locations.

Members noted that Dial-a-Ride had been the subject of a Task and Finish review which had been placed on hold earlier in the year. As these Members had developed expertise on the subject it was agreed that they should have an opportunity to review the report

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

prior to consideration of the matter by the Executive Committee on 10th November.

## **RESOLVED that**

- 1) **the Dial-A-Ride Task and Finish Group scrutinise the report in further detail and, subject to the approval of the Chair of the Overview and Scrutiny Committee, report its findings for the consideration of the Executive Committee; and**
- 2) **the report be noted.**

## **124. PERFORMANCE REPORT - PORTFOLIO FOR HOUSING, LOCAL ENVIRONMENT AND HEALTH**

The Committee received a written report which detailed the performance of services within the remit of the Portfolio Holder for Housing, Local Environment and Health, Councillor Brandon Clayton. On the basis of the information contained within the report Members requested that the following questions be addressed by the Portfolio Holder in his Annual Report to the Committee, which was scheduled to be delivered on 17th November 2010.

- 1) How are Government policy changes to housing benefit expected to impact on Redditch residents?
- 2) What impact is expected of the Government White Paper *Equity and excellence: liberating the NHS* on local health provision?
- 3) What progress has been made on the 10:10 Climate Change agreement?
- 4) What have been the outcomes following the implementation of the Introductory Tenancies Service?
- 5) What has been the affect of the switch of the Care and Repair service from a local service to the Worcestershire Care and Repair Agency?
- 6) What recent action has been undertaken to tackle health inequalities?
- 7) What is your position regarding transition towns?

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

- 8) What costs does the Council accrue by ridding the roads of detritus?
- 9) What plans are there to work with partners to provide social housing during the next twelve months?
- 10) Will the Council consider selling off any of the existing housing stock?

## **RESOLVED that**

- 1) **the Portfolio Holder for Housing, Local Environment and Health be invited to answer the questions detailed in the preamble above when delivering his Annual Report before the Committee; and**
- 2) **the report be noted.**

## **125. BUDGET SCRUTINY**

Members received a presentation on the Council's financial position following the Comprehensive Spending Review. The presentation included indicative year on year grant reduction figures until 2014/15. It was currently predicted that the total grant reduction up to and including 2014/15 would be £1.4m excluding inflation, although it was stressed that the figures were indicative. The Grant settlement announcement would be made on 2nd December 2010.

The presentation informed Members of Officers current financial assumptions for 2011/12, including a pay freeze for all salaries over £21k. It was thought that Job Evaluation would lead to a three per cent increase in the annual pay bill. Officers across departments would be consulted to consider how fees and charges might be raised to compensate for an expected three per cent rise in inflation. The Council had begun work with Deloitte to review fees and charges levied by local authorities across Worcestershire. This would offer an idea of where fees and charges could be raised in line with neighbouring local authorities to increase revenue.

Officers explained how the Council's gross £31m spend for 2010/11 had been allocated out to departments. Members would receive more comprehensive information on the figures at the budget scrutiny workshop on 22nd November 2010.

A current financial summary for 2011/12 was provided. This included a current budget gap of £1.155m. Officers had undertaken

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

a review of current expenditure to help uncover what cuts could be made which would not have a detrimental impact on staffing and the local community.

A number of potential savings to the Council budget had been identified. These included savings made through shared services with Bromsgrove District Council. Officers were considering where the implementation of shared services changes could be accelerated to accrue faster savings, although this did not necessarily involve staffing changes. Senior Management Team was to undertake a thorough budget review to see where further savings could be made.

Officers would also work with their counterparts at the County Council to ensure that they notified in advance of planned cuts to County services. Mitigating action would then be developed to minimise the effect on the Redditch community.

Officers requested that Members submit any questions regarding the budget or requests for further information ahead of the Budget Scrutiny Workshop on 22nd November 2010 to enable Officers to collate and provide the necessary information in advance.

## **RESOLVED that**

**the report be noted.**

## **126. CHARGING POLICY - MONITORING REPORT**

Members received a monitoring report outlining the impact of the Charging Policy and Procedure, produced by the Fees and Charges Task and Finish Group in 2008, on the Council's fees and charges setting process.

Following the introduction of the Charging Policy and Procedure the fees and charges levied by the Council for particular services had been reviewed by the Executive Fees and Charges Sub-Committee. The Sub-Committee had produced a Fees and Charges report for 2009/10 proposing significant changes to charging arrangements, particularly for Leisure Services. Furthermore, charges had been introduced for a number of services, which had either previously been free at the point of delivery or were new services. The Council had also recently started to work with Deloitte to compare the fees and charges levied by the Council with the fees charged for similar services delivered by other local authorities.

# Overview and Scrutiny Committee

Wednesday, 27th October, 2010

---

The fees and charges that were levied for the use of the fitness suite were discussed in further detail. Members noted that the fitness suites appeared to be making a loss and suggested that the Council needed to ensure that there was competitive pricing for services and value for money in management of the equipment provided in the gyms.

Members questioned whether it was possible to accurately assess the operating costs for the fitness suites. Officers advised that this would be difficult to assess. The Council did not have access to the level of detail and sophisticated equipment that would be required to accurately determine whether the fitness suites were operating at a financial loss to the Council.

## **RESOLVED that**

**the report be noted.**

### **127. TRAINING UPDATES**

Members provided feedback on the outcome of two training events that had taken place in October 2010.

a) The Future of Overview and Scrutiny Conference – Councillor Brenda Quinney

Councillor Quinney reported that she had attended the Future of Overview and Scrutiny Conference, organised by the Centre for Public Scrutiny (CfPS), on 5th October. As requested, she had produced a written report about the conference, a copy of which had been provided for the consideration of the Chair of the Committee.

A number of speakers had attended the conference and had been invited to outline the potential impact of the various changes that had been proposed by the coalition government on Overview and Scrutiny and local accountability. However, many of these speakers had been unable to comment on the issues they had been invited to discuss because the implications had yet to be properly assessed and clarified.

b) Scrutiny Skills Workshop – Councillors Anderson, Thomas and Shurmer

Members reported that the Scrutiny Skills workshop, which was hosted by Worcestershire county Council, had taken place on 5th October. The training had been delivered by an



# **Overview and Scrutiny Committee**

Wednesday, 27th October, 2010

---

external organisation which had used interactive acting techniques. The training had covered standard aspects of scrutiny.

The Committee agreed that they needed to be selective in relation to scrutiny related Member development activities. Training was often delivered at the Town Hall and Members remarked that this often represented greater value for money than attendance at external training venues. Members suggested that training could continue to be delivered by external consultants, where appropriate, at the Town Hall, though training could also be delivered relatively cheaply by the Overview and Scrutiny Support staff where required.

**RESOLVED that**

**the reports be noted.**

**128. REFERRALS**

There were no referrals.

**129. WORK PROGRAMME**

**RESOLVED that**

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

The Meeting commenced at 6.40 pm  
and closed at 8.20 pm



**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**

2nd December 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**

|    | <b><u>Meeting :</u></b>  | <b><u>Lead Members / Officers :</u></b><br>(Executive Members shown <u>underlined</u> )           | <b><u>Position :</u></b><br>(Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.) |
|----|--|---|--|
| 1. | Climate Change Advisory Panel<br>(formerly Environment Advisory Panel) | Chair: <u>Cllr B Clayton</u> /<br>Vice-Chair: Cllr Anderson<br><br>Guy Revans.                    | Next meeting –<br>8th February 2011.   |
| 2. | Economic Advisory Panel  | Chair: <u>Cllr Pearce</u> /<br>Vice-Chair: Cllr Braley<br><br>John Staniland /<br>Georgina Harris | Next meeting –<br>6th December 2010.   |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE****2nd December 2010**

|    |                                  |   |                                       |
|----|----------------------------------|---|---------------------------------------|
| 3. | Housing Advisory Panel           | Chair <u>Cllr B Clayton</u> /<br>Vice-Chair<br>Cllr Quinney<br>Liz Tompkin                | Last meeting –<br>25th November 2010. |
| 4. | Leisure Contracts Advisory Panel | Chair <u>Cllr Hopkins</u> /<br>Vice-Chair<br>Cllr Anderson<br>Kevin Cook                  | Last meeting – 16th August<br>2010.   |
| 5. | Planning Advisory Panel          | Chair <u>Cllr Pearce</u> /<br>Vice-Chair Cllr M Chalk<br>John Staniland /<br>Ruth Bamford | Last meeting –<br>24th November 2010. |

**B. OTHER MEETINGS**

|    |                                     |  |  |
|----|-------------------------------------|--|--|
| 6. | Constitutional Review Working Party | Chair <u>Cllr Gandy</u> /<br>Vice Chair<br>Cllr Braley<br>Steve Skinner                    | Last meeting –<br>1st December 2010.         |
| 7. | Grants Panel                        | Chair / To be appointed<br>at first meeting<br>Vice Chair<br>Cllr Braley<br>Angie Heighway | Next meeting – Being<br>arranged at present. |
| 8. | Member Development Steering Group   | Chair <u>Brunner</u> / Vice-<br>Chair Cllr Braley<br>Steve Skinner / Trish<br>Buckley      | Last meeting –<br>24th November 2010         |
| 9. | Procurement Steering Group          | Chair <u>Cllr Braley</u> / Vice-<br>Chair Cllr Hall<br>Sue Hanley                          | Last meeting – 18th<br>January 2010.         |

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE COMMITTEE**

**2nd December 2010**

|     |  |   |                                 |
|-----|--|---|---------------------------------|
| 10. | Church Hill District Centre – Members' Panel | Chair <u>Cllr B Clayton</u><br>Jim Prendergrast | Last meeting - 24th August 2010 |
|-----|--|---|---------------------------------|

**22. APPENDICES**

None.

**AUTHOR OF REPORT**

Name: Ivor Westmore  
E Mail: ivor.westmore@redditchbc.gov.uk  
Tel: (01527) 64252 (Extn. 3269)



REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

10th November 2010

**ACTION MONITORING**

| <b>Portfolio Holder(s) / Responsible Officer</b> | <b>Action requested</b>   | <b>Status</b>                                       |
|--|---|---|
| <b>13th January 2009</b>                         |   |   |
| <b>Cllr Gandy / Executive Committee</b>          | <b>Third Sector Task and Finish Group</b><br>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. |
| <b>27th January 2010</b>                         |   |   |
| <b>Cllr Gandy / A Heighway</b>                   | <b>Single Equalities Scheme</b><br>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. |   |
| <b>16th June 2010</b>                            |   |   |
| <b>M Braley / T Kristunas</b>                    | <b>Quarterly Budget Monitoring – Quarter 4</b><br>Officers undertook to provide:<br><br>1. Councillor Chance with additional information regarding Item 8 Debit; and<br><br>2. all members of the Executive Committee a breakdown of amounts held in specific reserves from public donations.       | Information provided as requested.                  |

**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**

10th November 2010

| <b>Portfolio Holder(s) / Responsible Officer</b>              | <b>Action requested</b>   | <b>Status</b>                          |
|---|---|--|
| <b>M Braley /</b><br>H Bennett /<br>J Godwin /<br>T Kristunas | <b>Quarterly Performance Monitoring – Quarter 4</b><br><br>Officers undertook to provide:<br><br>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) | Response provided in respect of BV009. |
| <b>8th September 2010</b>                                     |   |  |
| <b>M Braley</b><br>L Tompkin / T Kristunas                    | <b>Irrecoverable Debts</b><br><br>Officers undertook to respond to Councillor Braley as to whether the damage inflicted upon void properties constituted criminal damage.   |  |
| <b>10th November 2010</b>                                     |   |  |
| <b>M Braley /</b><br>Jayne Pickering                          | <b>Sickness / Absence / Vacancy Reports</b><br><br>Officers to re-instate reports to Executive Committee on sickness, absence and vacancies.  |  |
| <b>Note:</b>  | <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:<br>13/01/09 to 10/11/10 |