

Overview and Scrutiny Committee

Wed 29 Jul
2009
7.00 pm

Committee Room Two
Town Hall
Redditch



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:
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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact
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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

Further Information

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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 the Ringway Car Park.

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).



Overview and Scrutiny

Committee

Wednesday, 29 July 2009

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: P Mould (Chair) W Norton
D Smith (Vice-Chair) J Pearce
K Banks D Taylor
G Chance D Thomas
R King

1. Apologies and named substitutes	To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.
2. Declarations of interest and of Party Whip	To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.
3. Minutes (Pages 1 - 10)	To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record. (Minutes attached) All Wards
4. Actions List (Pages 11 - 14)	To note the contents of the Overview and Scrutiny Actions List. (Report attached) All Wards
5. Call-in and Pre-Scrutiny	To consider whether any Key Decisions of the Executive Committee's most recent meeting(s) should be subject to call-in and also to consider whether any items on the Forward Plan require pre-scrutiny. (No separate report). All Wards

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<p>6. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p> <p>All Wards</p>
<p>7. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ol style="list-style-type: none">1. Dial-A-Ride – Chair, Councillor R King;2. National Angling Museum – Chair, Councillor P Mould; and3. Neighbourhood Groups – Chair, Councillor K Banks. <p>(Oral reports)</p> <p>All Wards</p>
<p>8. Crime and Disorder Scrutiny</p>	<p>To consider appropriate arrangements for scrutinising crime and disorder matters at Redditch Borough Council.</p> <p>(Report to follow).</p> <p>All Wards</p>
<p>9. Councillor Calls for Action (Pages 15 - 38)</p>	<p>To consider proposed procedural arrangements for Councillor Calls for Action (CCfAs) at Redditch Borough Council.</p> <p>(Report attached).</p> <p>All Wards</p>
<p>10. Performance Monitoring - Outturn Report (Pages 39 - 58)</p>	<p>To scrutinise the contents of the Council's performance outturn report for 2008/09.</p> <p>(Reports attached).</p> <p>All Wards</p>

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11. National Angling Museum Task and Finish Group - Report	To consider a report from the National Angling Museum Task and Finish Group. (Report to follow). Abbey ward and all wards
12. Scrutiny Training - Reports	To receive information from Members regarding the: <ul style="list-style-type: none">• Chairing Scrutiny – INLOGOV, University of Birmingham, 16 July, representative Councillor Banks; and• Comprehensive Area Assessments: the Role of Scrutiny – LGIU, 28 July, representative, Councillor R King. (Oral reports). All Wards
13. Referrals	To consider any referrals to the Overview & Scrutiny Committee direct, or arising from: <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. (No separate report). All Wards
14. Work Programme (Pages 59 - 64)	To consider the Committee's current Work Programme, and potential items for addition to the list arising from: <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. (Report attached) All Wards

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15. Exclusion of the Press and Public

Should it be necessary, in the opinion of the Borough Director, during the course of the meeting to consider excluding the public from the meeting on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:

“That, under S.100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act”.

All Wards



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MINUTES

Present:

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

Also Present:

Councillor M Braley and M Collins (Vice Chair, Standards Committee)

Officers:

S Hanley and T Kristunas

Committee Services Officer:

J Bayley and H Saunders

26. APOLOGIES AND NAMED SUBSTITUTES

There were no apologies or named substitutes.

27. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

28. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on 17 June 2009 be confirmed as a correct record and signed by the Chair.

29. ACTIONS LIST

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

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Chair

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a) Scrutiny of the Countryside Centre

The Committee was informed, in relation to Action One, that a report was due to be considered by the Executive Committee at a meeting on 22 July, recommending that the Committee approve expenditure of £10,000 for consultants to undertake a piece of work examining the management and use of the Countryside Centre. Officers had approached Councillor Anderson regarding his proposal for a scrutiny exercise to examine the usage of the Countryside Centre. He had indicated that he felt there were advantages in the Overview and Scrutiny Committee reviewing this issue.

The Chair suggested that this issue could be examined just as effectively by a Task and Finish Group and at no additional cost to the Council. He therefore suggested that a recommendation be made to the Executive Committee that the Overview and Scrutiny Committee be asked to establish a Task and Finish Group to undertake this work. The Committee unanimously agreed this suggestion.

b) National Angling Museum Domain Names

Officers updated Members under Action Three, about the purchase of the National angling Museum internet domain names. Instead of all four domain names having been purchased, the Council had only been able to buy two of the names. These had been the .org and .org.uk versions of the domain names. The more common .co.uk and .com versions had already been purchased by a different organisation. Members questioned whether the two domain names were operational. Officers confirmed that the domain names purchased by the Council were linked to the Council's Overview and Scrutiny Committee pages but did not contain any content. The other domain names were currently with a host site and would remain so until the organisation's website became live.

c) Public Transport in Redditch

Officers referred to Action Ten, regarding the Committee's request for information from the Health Authority about public transport access to the Alexandra Hospital. Officers explained that they had received a response from John Rostill, the Chief Executive of Worcestershire Acute NHS Trust, to the questions Members had formulated at a previous meeting. This response was circulated to the

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Committee. Members noted the responses and agreed that a letter should be written to Mr Rostill stating that the Committee agreed that better public transport was needed to remedy these problems and thanking him for his response.

RECOMMENDED that

the Executive Committee be asked, under the relevant item at the meeting of the Executive Committee on 22 July, to agree to the Overview and Scrutiny Committee commissioning a Task and Finish Review of the Countryside Centre.

RESOLVED that

- 1) a letter be written to Mr Rostill, Chief Executive of the Worcestershire Acute NHS Trust Hospitals to thank him for his response; and**
- 2) the Actions List be noted.**

30. CALL-IN AND PRE-SCRUTINY

Officers referred to the Decision Notice for the meeting of the Executive Committee held on 1 July 2009. It was explained to the Committee that a report was considered at this meeting outlining proposals for Council reinvestment due to the economic downturn. Within these proposals was the request for resources to fund the Grants Support Officer post which was recommended by the Third Sector Task and Finish Group. It was reported that the Executive Committee had approved this particular proposal which would be considered by full Council at a future meeting.

Members requested that as Overview and Scrutiny Committee meetings were held in public, where any reference to Appendices was made in the Decision Notice, these appendices should be made available at the meeting. This would ensure that any members of the public would be able to follow the discussion.

There were no call-ins or suggestions for pre-scrutiny.

RESOLVED that

appendices to reports referred to in the Decision Notice for Executive Committee meetings be made available at future Overview and Scrutiny Committee meetings.

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31. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents.

The Chair informed the Committee that as some of the current Task and Finish Group reviews were nearing completion, capacity would soon exist to progress new Task and Finish Reviews. He suggested that Members think about any possible ideas for scrutiny to propose for when current reviews finished.

Councillor Thomas explained that she had been very interested in the report published by the Local Government Information Unit (LGiU) regarding Local Area Agreements (LAA) in two-tier authorities. She expressed concern about the process by which LAA targets were evidenced and agreed, and the amount of opportunity Members of Redditch Borough Council were given to be involved in this process. She also explained that she had concerns about the openness and transparency of the Redditch Local Strategic Partnership (LSP). She felt that, again, many Members engaged very little with the LSP and that more should be done to offer opportunities for Member interaction with the LSP.

RESOLVED that

Councillor Thomas meet with Officers to produce a draft scoping document regarding the process of establishing the LAA targets and a review of the LSP and submit this to the Overview and Scrutiny Committee at a future meeting.

32. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

a) Council Flat Communal Cleaning – Chair, Councillor P Mould

The Chair confirmed that this report would be considered by the Executive Committee at a meeting on 22 July.

b) Dial-a-Ride – Chair, Councillor R King

Councillor King informed the Committee that the Group had not met recently. However, individual members of the Group had visited the Dial-a-Ride Offices to look at how the booking system operated and for a journey on the Dial-a-Ride buses. He informed Members that the next meeting of the Group was scheduled to take place on Thursday 16 July where the

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Group would be able to discuss their experiences of their visit to the Dial-a-Ride Offices.

c) National Angling Museum – Chair, Councillor P Mould

The Chair explained that the Group would be presenting a report at the next meeting of the Overview and Scrutiny Committee scheduled for 29 July.

d) Neighbourhood Groups – Chair, Councillor K Banks

Councillor Banks informed the Committee that the Group had held their first meeting and that they had planned a Work Programme for the exercise. She also explained that a questionnaire had been circulated for completion by Members, the Police and also Officers involved in the Neighbourhood Groups process. She urged all Members and relevant Officers to complete this questionnaire and return it as soon as possible and stressed that all answers would be kept confidential.

RESOLVED that

the Task and Finish Group update reports be noted.

33. BUDGET STRATEGY AND BUDGET DEFICIT - DISCUSSION

Members considered the budget strategy and deficit item on the agenda. The Chair informed the Committee that questions had been proposed for Officers to answer regarding the budget strategy process.

a) What was the intention when the Council set the three year Medium Term Financial Plan (MTFP): that it would balance; or run at a deficit; or even set a surplus?

Officers explained that the intention of the MTFP was to advise Members and other Officers of the forecast position and what actions the Council would need to take based on assumptions in the Plan. Members would be requested to take action for the forthcoming financial year in order to achieve a balanced budget in time for Council Tax setting. For the current year the Council's forecast had been for there to be a deficit and that there would be a need for the Council to make savings over time.

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Members enquired what the deficit was. Officers explained that at the time of the report, the Plan had identified a budget gap of £630,000 for the years 2009/10, £720,000 for 2010/11, and 130,000 for 2011/12. Members asked for the current position regarding this deficit. Officers explained that owing to the savings that had already been approved by the Council, there would not be the need to make further savings until 2012/13. Officers explained that this was because when the original budget setting took place it was assumed that there would be a 2.9% pay increase. However this had now been set at 1.5%. It was important to note that the Council would need to take into consideration the costs that would be incurred through the Job Evaluation exercise in 2010.

- b) What are the “rules” for setting MTFP? Can we set a deficit in every/any year (assuming the current year must always show a balanced budget)?

Officers explained that it was possible for deficits to exist within the MTFP but these had to be addressed in the budget setting process. The Audit Commission’s Use of Resources Key Lines of Enquiry (KLOE) process also had clearly set out the requirement for the Council to manage the financial health of the organisation effectively. Members asked whether the MTFP process was based on a formula or on Officers own assumptions. Officers explained that it would be based on their estimations and on other sources. These sources included using information gathered from regular meetings with treasurers from other local authorities.

- c) At what stage does the Council have to take steps to seek a balanced budget / MTFP?

Officers confirmed that the Council had to have taken steps to seek a balanced budget by March each year for the Council Tax setting.

- d) Is there any maximum level of a deficit which can be set for each year of the MTFP?

Officers confirmed that there was not any maximum level of deficit which could be set in the Plan each year of the MTFP.

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- e) Is there any maximum level of planned surplus which can be set for each year of the MTFP?

Officers confirmed that there was no maximum level of planned surplus which could be set in the Plan for each year of the MTFP.

- f) How commonplace is it in local government i) to have a MTFP ii) for MTFP to have a deficit?

Officers confirmed that it was common for other local authorities to have a MTFP and for these Plans to contain a deficit.

- g) Can we see examples of other Councils MTFP to compare how they are written and set out?

Officers informed Members that there were many examples of MTFPs on the webpages of different local authorities. These ranged from simple one page reports to large reports aimed at a variety of audiences including Councillors, Officers and external partners. Officers offered to ask the Council's auditors for examples of MTFPs produced by other local authorities.

- h) What steps, if any, are the Council currently taking to address the deficit in the MTFP (if so – when will they come to the Council/Overview and Scrutiny/the Executive)?

Officers explained that the Council had already taken steps to address the deficit. Members asked if the recent interest rate drop would be likely to increase the deficit. Officers explained that this was unlikely as they had factored in the potential for decreases when the economic situation began to impact on interest rates.

- i) What are the current projections of the MTFP (have they changed for the better/for the worse)?

Officers explained that with regards to current projections of the MTFP, the Council would not need to make savings until 2012. However, this forecast would need to take into account the findings of the consultants', SERCO's, business case. The Chair questioned what would happen if inflation or wages were to rise before 2012. Officers explained that there was a £200,000 margin for 2011/12 that could cover for this

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eventuality. However, if circumstances were to significantly change, Officers would report a revised forecast to Members.

Members commented that similar questions regarding the MTFP process had been asked by Members on previous occasions and at other meetings. They agreed that this process should be open and transparent and Members should take the opportunities that are provided to input into the process.

i)) How often will/can you report major changes to the MTFP to Council/Overview and Scrutiny/the Executive?

Officers explained that they would have to report any major changes to the MTFP for Members' consideration as soon as they occurred. Members asked what percentage pay award would result in utilisation of the £200,000 margin. Officers confirmed that a rise in 1.5% would impact significantly on this margin assuming that the Job Evaluation had an impact on the salary bill of 3%.

RESOLVED that

- 1) **Officers provide best practice examples of MTFP documents from other local authorities; and**
- 2) **the report be noted.**

34. DISTRICT CENTRES TASK AND FINISH GROUP

Officers explained that the purpose of this item was to monitor the responses to the recommendations that were made by the District Centres Task and Finish Group in June 2008.

Members asked if it would be possible to establish an improvement fund, as recommended by the Task and Finish Group. Officers confirmed that this would be possible but that a decision would be required by Council. The relevant Portfolio Holder, the Portfolio Holder for Corporate Management, commented that he believed that what was needed was a long term asset management plan for the allocation of resources and plans for the maintenance of all the Council's assets including the District Centres. He also informed the Committee that the Council had recently submitted a bid for funding from the Local Strategic Partnership to fund estate enhancements and security improvements at the Winyates Centre.

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RESOLVED that

the report be noted.

35. WMLGA - SCRUTINY SKILLS TRAINING

The Committee received a report from Councillor Pearce regarding a training event that she had attended organised by the West Midlands Local Government Association (WMLGA).

Councillor Pearce explained that the training was very effective as it made use of interactive training techniques such as role play using actors to act out a scrutiny Committee scenario. The training demonstrated the differences between the old Committee and the new Cabinet and scrutiny system. One of the key messages from the training was the need for scrutiny Members to demonstrate political impartiality when participating in scrutiny related activities. Councillor Pearce explained that the training exercises helped participants explore some of the benefits of scrutiny and participants agreed that scrutiny enabled members to bring their own ideas to the table rather than their political party ideas.

A further message she had taken from the training was that scrutiny Members should be familiar with their Council's procedures and protocols. Councillor Pearce enquired if there was a protocol for Overview and Scrutiny at the Council. Officers confirmed that there was a procedures document for Overview and Scrutiny. However, with all of the ongoing additional changes to scrutiny processes, such as the introduction of Councillor Calls for Action (CCfA) it would not be issued until all of these new procedures had been approved by Members.

RESOLVED that

the report be noted.

36. REFERRALS

There were no referrals.

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37. WORK PROGRAMME

Members considered the Committee's Work Programme. They were informed that consideration of Councillor Anderson's proposed policy for the award of contracts to the Voluntary and Community Sector had been scheduled for the meeting on 29 July. However, owing to Officer availability, this had been rescheduled for the 19 August meeting.

Councillor Thomas expressed concern that neither she, nor any other member of the Third Sector Task and Finish Group, had been consulted on this proposed policy. She explained that she would be meeting with relevant Officers to discuss the need for this additional policy. It was requested that Policy Officers, Legal Services Officers section, and Councillor Anderson be invited to attend the meeting on 19 August.

The Chair suggested that as this rescheduling would make the agenda for the 19 August very full, the monitoring of the Role of the Mayor Task and Finish Group's recommendations be moved to the meeting scheduled on 23 September.

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 8.15 pm

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
04/02/09 1	Members received a presentation on the Shared Services Board and Joint Working and requested that Overview and Scrutiny be involved throughout the shared services process.	Relevant Officers to report before the Overview and Scrutiny Committee as part of the shared services process where appropriate. (TO BE DONE) – ONGOING.
17/06/09 2	Members discussed the examples given to them of Councillor Call for Action (CCfA) processes in other local authorities. Members requested that Officers write up a process based on the process established at Kirklees Council. Officers were asked to provide a further update about this item at the following meeting of the Committee on 08/07/09.	Draft guidance relating to the proposed CCfA process are attached for consideration at this meeting of the Committee (DONE).
08/07/09 3	Members proposed that the Executive Committee be asked to approve a Task and Finish Review of potential uses of the Arrow Valley Countryside Centre instead of commissioning consultants for £10,000 to review the subject.	A report has been presented on behalf of the Overview and Scrutiny Committee outlining this proposal. This report is due to be presented by the Chair of the Overview and Scrutiny Committee for consideration at a meeting of the Executive Committee on 22/07/09. (DONE).
08/07/09 4	Members requested that a letter be sent to the Chief Executive of the Worcestershire Acute Hospitals Trust, John Rostill, to thank him for providing answers to questions proposed by the Committee regarding public transport access to the Alexandra Hospital.	

08/07/09 5	Members requested that copies of any appendices referred to in the Decision Notices for meetings of the Executive Committee be made available at meetings of the Overview and Scrutiny Committee.	Copies of appendices will be made available where required at meetings of the Overview and Scrutiny Committee. (DONE & ONGOING).
08/07/09 6	Councillor Thomas explained that she would be proposing that the Local Strategic Partnership (LSP) and Local Area Agreement (LAA) form the focus of a scrutiny exercise.	The OSSOs have met with Councillor Thomas to support her in completing scoping documents for two separate reviews of the LSP and LAA. These proposed reviews are due to be considered at a meeting of the Committee on 19/08/09. (TO BE DONE). Lead Officers OSSOs.
08/07/09 7	Councillor Mould reported that he would be delivering a report on behalf of the National Angling Museum Task and Finish Group at the following meeting of the Committee.	This report is due for consideration at this meeting of the Committee. (DONE).
08/07/09 8	Councillor Banks urged all Councillors and relevant Officers to complete copies of the Group's questionnaires by 24/07/09. She explained that all questionnaire responses would be treated as confidential and reported anonymously.	Completed questionnaire should be forwarded to the OSSOs by 24/07/09. (TO BE DONE).
08/07/09 9	Officers were asked to contact the Council's auditors to enquire about best practice examples of Medium Term Financial Plan (MTFP) documents produced by other local authorities.	Officers requested further information regarding best practice examples of MTFPs on 17/07/09. (DONE).

<p>08/07/09</p> <p>10</p>	<p>Members requested that Councillor Anderson and Officers from Leisure Services be invited to attend the meeting of the Overview and Scrutiny Committee to discuss the Voluntary Sector Grants Policy.</p>	<p>Councillor Anderson and relevant Officers from Leisure Services have confirmed that they can attend this meeting on 19/08/09. (DONE).</p>
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Glossary

CCfA	-	Councillor Calls for Action
LAA	-	Local Area Agreement
LSP	-	Local Strategic Partnership
MTFP	-	Medium Term Financial Plan
OSSO	-	Overview and Scrutiny Support Officer



www.redditchbc.gov.uk

A Councillor's Guide to Councillor Call for Action

**What is it and what does it mean for you,
as a Redditch Borough Councillor?**

What is a Councillor Call for Action (CCfA)?

The “Councillor Call for Action” was introduced under Section 119 of the Local Government and Public Involvement in Health Act 2007 (the Act), and came into force on 1 April 2009. The statutory requirement to implement CCfA by 1 April 2009 applies to all councils in England (with the exception of parish councils) regardless of their Executive arrangements.

The Act enables any Member of the Council to refer to the Overview and Scrutiny Committee any local government matter or any crime and disorder matter which affects their ward or division.

The power to refer a matter is available only where the matter is of direct concern to the ward or division which the councillor represents. A councillor can refer a matter even if no citizen has asked him/her to consider it, and there is no requirement for councillors in multi-member wards to agree – any of them can refer a matter.

CCfA is therefore a process which puts you, as local councillors, at the forefront of dealing with issues of concern in your local communities. It gives you a central role in calling to account the work of Council services and other agencies at a local level. When concerns are identified (either as a result of information from individuals, community groups or your own observations), councillors should be able to trigger a response from service providers and help ensure the concerns are dealt with. As a last resort, when a problem cannot be solved, the CCfA can enable you to trigger a local scrutiny review.

The CCfA is intended to provide greater emphasis to the vital work undertaken by you in your communities as community advocates and champions, and to further increase the accountability of public service providers to local communities.

How is CCfA different from general scrutiny requests?

What distinguishes the CCfA from a more general request for scrutiny is:

- 1) The focus of the CCfA is on neighbourhood or locality issues and specifically the quality of public service provision at a locality level;
- 2) The CCfA represents a genuine local community concern (based on local councillors’ judgements); and
- 3) It is a persistent problem which the local councillor has been unable to resolve through local action and discussion with the Executive Committee or relevant services and agencies.

Scrutiny reviews resulting from CCfAs will be undertaken by scrutiny Task and Finish Groups composed largely of councillors from the affected locality. There is an expectation that the locality-based scrutiny reviews will be ‘short

and sharp', focused reviews - it is important that the public see this as a responsive and un-bureaucratic process which delivers tangible outcomes.

What are the limitations?

It is important to recognise that CCfA is not guaranteed to solve a given problem. CCfA can provide a method for discussing such problems and, through discussion, trying to overcome them.

What issues are excluded from referral as a CCfA?

The Overview and Scrutiny (Reference by Councillors) (Excluded Matters) (England) Order 2008 excludes the following matters from referral as a CCfA:

- 1) Individual complaints concerning personal grievances or commercial issues;
- 2) Any matter relating to an individual or entity where there is already a statutory right to a review or appeal (other than the right to complain to the Local Government Ombudsman), for example:
 - a) planning and licensing applications and appeals;
 - b) Council Tax/Housing Benefits complaints; and queries or issues currently under dispute in a court of law; and
 - c) Any matter which is vexatious, discriminatory or not reasonable to be included on the agenda for, or to be discussed at, a meeting of the Overview and Scrutiny Committee or any of its Task and Finish Groups.

A referral, provided it is not an excluded matter will ensure that the matter is included on the agenda of the Overview and Scrutiny Committee. It is then up to the members of the Committee to decide whether or not to take the matter further.

A referral made to the Overview and Scrutiny Committee is seen as being at the end of the CCfA process (the last resort) and not the first step.

Championing a CCfA

It is a matter of judgement which requests you agree to champion and as a local councillor you are accountable to your local community for these judgements. Championing a request will mean taking the issue up on behalf of the resident(s) concerned and trying to resolve the problem by liaising with council services, the Executive and/or outside agencies.

You may wish to inform the Overview and Scrutiny Support Officers about a request for a potential CCfA at quite an early stage, particularly if support and advice from the Officers would be helpful. Certainly at the point you agree to champion a CCfA it would be helpful to formally log this with the Overview and

Scrutiny Officers. Some requests will come to the Overview and Scrutiny Officers directly, and in those cases we will log the request and forward the information to the appropriate ward councillors.

What steps must a Councillor take before making a CCfA referral?

Prior to a councillor referring a matter as a CCfA to the Overview & Scrutiny Committee, a councillor must have tried to resolve the issue/problem themselves using all mechanisms and resources available to them at ward level. Councillors should:

- 1) If it's a local crime and disorder matter, raise the issue through the Community Safety Partnership to find a way to resolve the issue;
- 2) Ensure that all relevant partner organisations have been informed of the issue and given enough time to resolve the issue, (for example through formal letters written on behalf of constituents, discussion at public meetings, petitions, communication with local MPs and councillors in other authorities etc.);
- 3) Ensure that all relevant internal potential routes to solution have been followed, for example informal discussions with officers and/or members, questions at committees etc.;
- 4) Ensure that this is not an issue that is currently being or should be pursued via the Council's complaints procedure; and
- 5) Ascertain whether or not any other form of local scrutiny is investigating the issue (e.g. Worcestershire County Council).

There are therefore a number of basic levels of response to a CCfA:

- 1) **Councillor Call for Action (CCfA):** Local residents have concerns about persistent or serious problems in their area or want to influence policies.
- 2) **First level of response:** Councillor takes up community's concerns. (Councillors may also initiate a CCfA and gather support from the local community.)
- 3) **Second level of response:** Councillor asks Executive Committee to take action.
- 4) **Third level of response:** Councillor asks Overview and Scrutiny to investigate.
- 5) **Fourth level of response:** The Overview and Scrutiny Committee considers, rejects or makes recommendations – which may be accepted or rejected by the Executive Committee and/or local partners.

What is the process for a CCfA referral?

If the issue/problem is still not resolved the councillor can refer it to the Overview and Scrutiny Committee as a “Councillor Call for Action”. To do this the councillor should:

- 1) Complete a CCFA Request Form (as set out at Appendix 1 to this Guide) by hand or electronically, outlining what the issue is and what steps have been taken towards a resolution. The request for a CCfA should include:

- a) Your name and the ward you represent;
- b) The title of the CCfA;
- c) Why you think the issue should be looked at by the Overview and Scrutiny Committee;
- d) A brief summary of what the main areas of concern are;
- e) What evidence you have in support of your CCfA;
- f) Which areas or community groups are affected by the CCfA;
- g) What you have done to try and resolve the issue prior to requesting a CCfA; and
- h) Whether the CCfA is currently the subject of legal action by any party (to your knowledge) or is being examined by a formal complaints process?

- 2) The Overview and Scrutiny Support Officers will receive the referral form either by post or electronically, log it to track its progress and assess the issue to ensure that it is not a matter excluded from referral to Overview and Scrutiny; and
- 3) The Overview and Scrutiny Support Officers will inform the Chair of the Overview and Scrutiny Committee that the item will be included on the Committee agenda. The Councillor will be informed whether or not their referral has been successful.

A successful referral will ensure that the CCfA will be placed on the next agenda of the Overview and Scrutiny Committee. It is then up to the members of the Committee to decide whether or not to take the matter further.

What will the Overview and Scrutiny Committee do with CCfA referrals?

In deciding whether or not to take the matter further the Committee will consider:

- 1) Anything that the councillor has done in relation to this matter; and
- 2) Representations made by the councillor as to why the Committee should take the matter up. (Councillors have the option of either presenting their CCfA form without supporting papers or by preparing a report setting out their views. Any reports prepared by councillors would be circulated, along with the agenda and other reports for the meeting). *This information will need to take account of the disclosures of exempt information as prescribed in Part 1 of Schedule 12A of the Local Government Act 1972.*

The criteria the Committee will use to decide whether or not to take the matter further include:

- a) Is the Committee satisfied that all reasonable attempts have been made to resolve the issue by the ward councillor? And do the responses received by the referring councillor demonstrate that the matter is not being progressed?
- b) Has the Committee considered a similar issue recently – if yes, have the circumstances or evidence changed?
- c) Is there a similar or related issue which is the subject of a review on the current work programme? It may be more appropriate to link the new issue to an existing review, rather than hold a separate CCfA hearing. Relevant time pressures on resolving the CCfA should be taken into account.
- d) Have all relevant service areas or partner organisations been informed and been given enough time to resolve the issue? What response has the councillor received?
- e) Is this a case that is being or should be pursued via the Council's corporate complaints procedure?
- f) Does it relate to a "quasi-judicial" matter or decision such as planning or licensing?
- g) Is the issue part of an individual's own personal agenda (an issue of genuine local concern should have an impact on the local community).
- h) Is this an issue currently being looked at by another form of local scrutiny (e.g. Worcestershire County Council)?

- i) And, as with all scrutiny, does the matter referred have the potential for scrutiny to produce recommendations which could realistically be implemented and lead to improvements for anyone living or working in the referring Member's ward?

In considering the CCfA, the Overview and Scrutiny Committee may invite the relevant Member Champion, Chief Executive, Head of Service or external organisation to discuss the issue with the Overview and Scrutiny Committee and answer any questions, if the Committee considers this relevant.

If the committee decides not to accept the CCfA referral it must inform the councillor and provide reasons.

If the Committee decides to accept the CCfA referral, it must decide how it intends to take the matter forward and include the CCfA in its work programme. This could include:

1) Before holding a formal hearing:

- a) Asking the service area(s)/partner organisation(s) to respond to the CCfA; and / or
- b) Setting up a research group to undertake a more in depth review.

2) At formal hearing:

Asking for further evidence and/or witnesses to be brought to a future meeting then making recommendations to the relevant Committee/partner organisation.

What are the potential outcomes of a CCfA referral?

Following a formal hearing, there could be a number of potential outcomes from the Committee meeting:

- 1) The Committee could determine not to make a report (perhaps because it is not considered the right time to consider a particular issue), with the ward councillor notified in writing;
- 2) The Committee could determine that it is a complex issue that requires further investigation and commission a scrutiny review of the issue; and / or
- 3) The Committee could write a report and make recommendations on the CCfA to the relevant Committee/partner(s).

Once the Committee has completed its work on the CCfA referral the member who made the CCfA referral will receive a copy of any report or recommendations made. The reply will also be printed on the Council's website www.redditchbc.gov.uk (unless there are reasons why the Committee

treats the matter as an exempt item and as a result the report cannot be made public).

What are the Timescales for CCfAs?

Once a CCfA has been referred to Overview and Scrutiny, the item will be included on the next available Committee agenda.

If the Committee agrees to take the matter forward, the hearing will usually be held as an item on the next available agenda. In exceptional circumstances, for example where there are unavoidable time constraints, a separate meeting may be convened.

Should a CCfA hearing result in recommendations to another Committee being made, the other Committee must respond to the recommendations, setting out any action it intends to take, within 28 days of the recommendations being placed on the relevant Committee's agenda.

Should a CCfA hearing result in recommendations to partner organisations, such organisations will also be requested to make a response to the recommendations, although they are under no legal obligation to do so.

The CCfA process is summarised in the flow chart at Appendix 2.

Case Studies and Further Guidance

Case Studies and further guidance on:

- 1) What to do with an initial issue;
- 2) Assessing when something is a genuine community concern;
- 3) Agreeing to champion; and
- 4) Knowing when to refer to scrutiny

is contained in Appendix 3.

For further information contact:

Jess Bayley , Overview and Scrutiny Support Officer
Tel: 01527 64252 Ext. 3268
Email: jess.bayley@redditchbc.gov.uk

Or

Helen Saunders, Overview and Scrutiny Support Officer
Tel: 01527 64252 Ext. 3267
E-mail: helen.saunders@redditchbc.gov.uk

APPENDIX 1**Councillor Call for Action (CCfA) Request**

**To: Overview and Scrutiny Team
Democratic Services
Town Hall**

This form should be used by any Councillor at Redditch Borough Council who would like the Overview and Scrutiny Committee to consider a Councillor Call for Action in their ward.

Your contact details: Name (print):
Address:
Contact number:
Email address:

The Ward you represent:

Title of your Councillor Call for Action:

Date of Submission:

Some areas are statutorily excluded from the CCfA process. Please answer the following questions to help ascertain whether or not your request falls within an excluded area.

Does the issue relate to a problem in your electoral division?	Yes/No
Does it relate to a complaint made by an individual or organisation?	Yes/No

Guidance suggests that a CCfA should be made only when all other avenues have been exhausted. Please answer the following questions to show the action previously taken to resolve the issue:

1. Has the issue been discussed at a meeting of any of the following?

Executive	Yes/No	Date:
Overview and Scrutiny Committee	Yes/No	Date:
Local Neighbourhood or other Forum (Please specify)	Yes/No	Date:

2. Have you discussed the issue with any of the following:-

		Date	Contact Name/Tel No.
Relevant Portfolio Holder	Yes/No		
Borough Council Director	Yes/No		
Borough Council Head of Service	Yes/No		
Other Borough Council employee	Yes/No		
Partner or other Organisations Please give details of Partner or other organisations (NHS, Police, Fire and Rescue) with whom you have discussed the matter.			

3. Please give brief details of the outcome of the discussions you have had.
(Please continue on an additional sheet if necessary)

4. Has there been a petition about the issue?

Yes/No

If Yes, when and where was it heard?

Would you like the opportunity to speak to the Overview and Scrutiny Committee?

Yes No

Would you like your response by:

Email Letter

Why should your CCfA be raised with the Overview and Scrutiny Committee?
(Please give a brief outline of the issue)

What evidence do you have in support of your CCfA?

Which areas or community groups are affected by the CCfA?

What do you want to be the outcome of your CCfA?

Signature:

For Official use:

Date and time of receipt.....

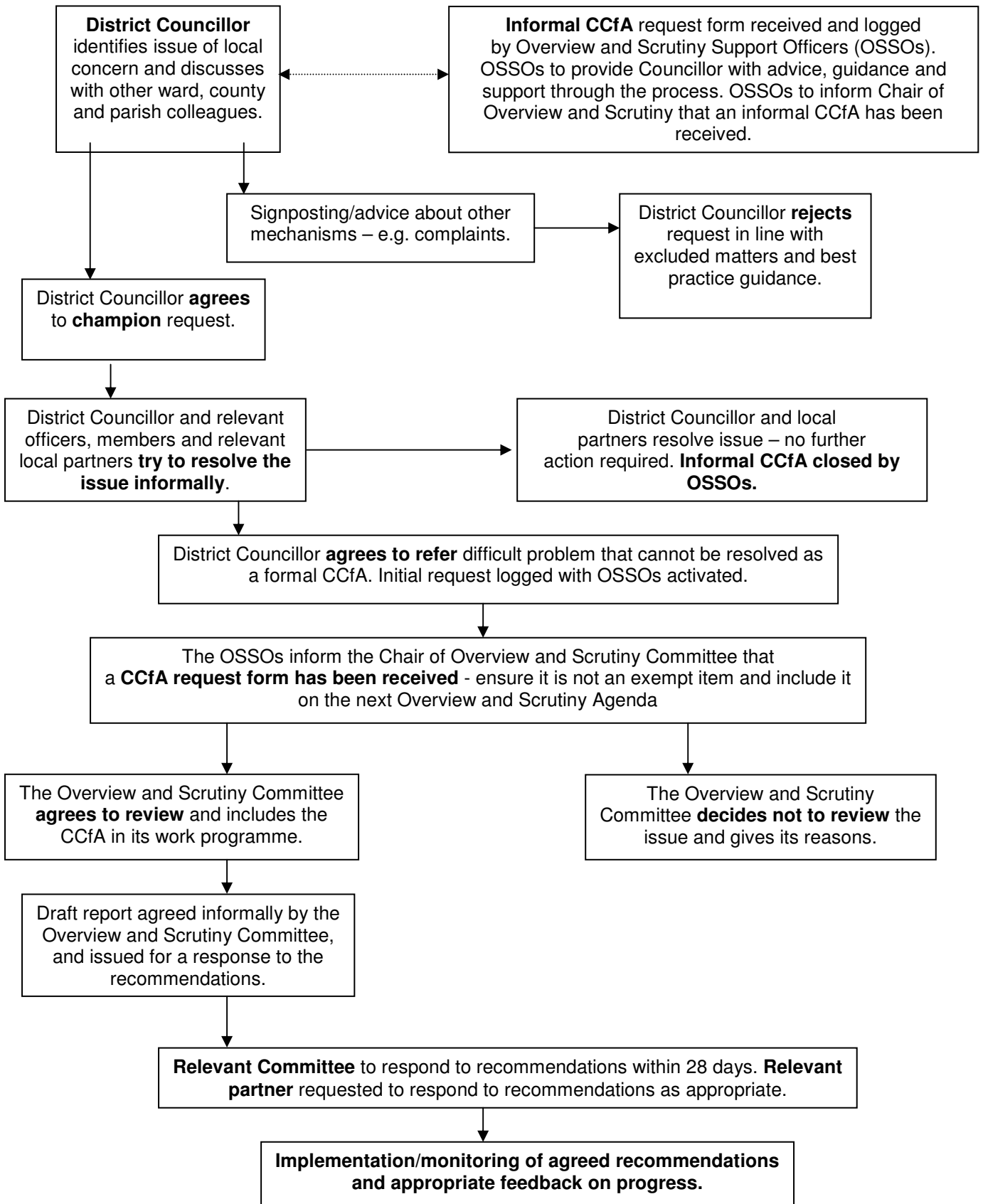
Officer Receiving

Please complete and return the form to:

Redditch Borough Council
Overview and Scrutiny Support Officers
Town Hall
Walter Stranz Square
Redditch
Worcestershire
B98 8AH

APPENDIX 2

SUMMARY OF THE CCfA MECHANISM



APPENDIX 3

Councillor Call for Action

Additional Guidance for Councillors

- 1) What to do with an initial issue;**
- 2) Assessing when something is a genuine community concern;**
- 3) Agreeing to champion; and**
- 4) Knowing when to refer to scrutiny.**

Introduction

Using Case Studies and a checklist approach we can look at the different stages of the Community Call for Action in more detail, most importantly understanding:

- 1) What to do with the initial issue and how to signpost accordingly.
- 2) How to assess whether an issue is a genuine concern.
- 3) What happens once you agree to champion a request.
- 4) When to refer to scrutiny.

The Initial Issue Checklist

1) Are the concerns individual complaints?

Scrutiny is not appropriate for individual complaints. If it is a complaint of this nature, advice can be given about the Redditch Borough Council Corporate Complaints procedure.

2) Do the concerns relate to individual 'quasi judicial' decisions (e.g. planning licensing) or to council and non domestic rates?

Scrutiny is not appropriate for dealing with these kinds of concerns as they are subject to their own statutory appeals process. However, patterns of issues may be appropriate to consider as a concern under CCfA – e.g. community concerns about the proliferation of licensed premises in a local neighbourhood.

3) Are the concerns to do with the quality of public service provision at a local level?

Community Call for Action not only looks at issues of concern relating to council services, but also issues relating to other public services and service areas, such as: concerns about anti-social behaviour, community safety, health services and issues relating to local schools.

The Genuine Local Community Concern Checklist

1) Is the focus of concern on a neighbourhood or locality issue?

Community Call for Action focuses on neighbourhood or locality issues, where you as ward councillors can help resolve issues of concern in your wards. If the concern is of a more general nature – e.g. about policy across Redditch – you can still make a request for scrutiny in the usual way.

2) Is the issue a genuine local concern?

You will want to be sure that the concerns in your ward are genuine and not just an individual 'hobby horse.' Finding out the views of other community members will help clarify this.

The Championing a Request Checklist.

1) An apology, explanation or an assurance about a particular problem is not enough to satisfy a community concern.

Research has shown that an apology, explanation or an assurance that a problem will not be repeated can help to address concerns. Some community concerns can be satisfied by public explanation and do not require service change or a scrutiny review.

2) Resolving an issue.

Once you have agreed to champion a CCfA you will be aware of a variety of ways in which you might seek to resolve a concern including:

- a) Discussing the issue with officers from relevant council service or agency;
- b) Facilitating an informal discussion at an appropriate local forum such as a Neighbourhood Group; and / or
- c) Formally raising the issue with partnerships or partner agencies such as the Police or Primary Care Trust, Crime and Disorder Reduction Partnership or Local Strategic Partnership.

The Referring to Scrutiny Checklist.

1) The issue is persistent and unresolved by ward councillor(s)

When you feel you have done everything within your power to remedy a community concern, you have exhausted all mechanisms and have tried to resolve the problem(s) with the aid of other agencies and partnerships, but have been unsuccessful in finding an adequate solution. Then you are able to refer the issues(s) to scrutiny, but this should always be a last resort.

Case Studies

By applying Case Studies to the above checklists, we can begin to see how the Councillor Call for Action process might work in practice. The checklists and case studies have been developed to help you decide whether an issue has the potential to be a Councillor Call for Action. The guidance is not meant to be prescriptive and doesn't need to be followed rigidly.

Due to the unknown nature of potential community concern, the checklist should be thought of as highly flexible. When you are still unsure about a concern, you can contact the Overview and Scrutiny Support Officers for further guidance.

Case Study One

Mr White – Church Hill

I am writing on behalf of local residents in the area who want the problems at the recreation ground to be sorted out. Local residents have made numerous petitions and complaints about this. We have raised the issue with our local councillors and the Neighbourhood Group who want to help but the problem is still not being solved.

The shelter at the recreation ground encourages teenage drinking, sex and drugs. I have had mud and eggs thrown at my window and recently bricks that have smashed my window and unsettled me for my safety. This behaviour seems to happen after the youths spend a night in the shelter drinking and doing drugs.

The police do not patrol this area (although they know of the problems) as they “do not have the man-power”. I am a widower and pensioner and live on my own and I am finding this too much to cope with.

I would like to know what can be done about this. I know the situation is only going to get worse as the children break up from school soon.

The Initial Issue Checklist

Mr White has written to the Overview and Scrutiny Support Officers stating his concerns about various problems occurring in his local community. The Overview and Scrutiny Support Officers would log Mr White’s concerns and contact you directly regarding this matter. If Mr White had contacted you first it is important that the Overview and Scrutiny Support Officers are informed so that if at a later time you agree to champion the request, Officers are already aware of the concerns. If you are unsure whether a request is a potential CCfA you can contact the Overview and Scrutiny Support Officers for further guidance

1) Are the concerns of Mr White individual complaints?

Scrutiny is not appropriate for individual complaints; however Mr White’s concerns are clearly the views of the community and local residents.

2) Do the concerns of Mr White relate to ‘quasi judicial’ decisions (e.g. planning, licensing) or to council and non domestic rates?

No - the concerns of Mr White are not to do with ‘quasi judicial’ decisions or to council and non domestic rates. However if they were, Scrutiny would not be appropriate for dealing with these kinds of concerns as they are subject to their own statutory appeals process.

3) Are Mr White's concerns to do with the quality of public service provision at a local level?

Mr White has a variety of cross-cutting concerns including: problems with the use of recreational ground, anti social behaviour and the lack of police presence in the community.

The Genuine Local Community Concern Checklist

1) Is the focus of the concern on a neighbourhood or locality issue?

From the information Mr White has provided us with it is very clear that this is neighbourhood/locality issue.

2) Is the issue a genuine local concern?

The issues raised by Mr White on the surface seem like issues of genuine local concern, including underage drinking, drug taking, anti-social behaviour and the lack of police presence. However, you will need to be sure that the concerns of the ward are genuine and not just the views of an individual 'hobby horse'. Finding out the views of other community members will help clarify this.

As ward councillor, you will have to decide whether a concern raised constitutes a genuine community concern. The Overview and Scrutiny Support Officers can offer guidance if needed. Once you have established whether it is a genuine community concern, you can either reject the request and signpost to more appropriate mechanisms for dealing with the problem, or agree to champion the request and try to resolve the issue by liaising with other council services, the Executive and other agencies/partnerships. By using the genuine concern checklist you can assess whether Mr White's concerns would warrant further assistance for a CCfA.

The Championing a Request Checklist

1. An apology, explanation or assurance about a particular problem is not enough to satisfy community concern.

In the case of Mr White, an apology, explanation or assurance would not be sufficient. Especially considering that ward councillors have known about this concern for some time.

2. Resolving the issue.

Since the issues in Mr White's letter are varied in nature no one solution is appropriate. Mr White states that the residents have signed petitions and raised the issues with the ward councillors and Neighbourhood Group but the concerns are still unresolved. You might use a variety of other ways to try and resolve this concern, such as:

- a) Discussing the issue with officers from the relevant council services or agencies; and
- b) Formally raising the issue with partnerships or partner agencies such as the Police or Primary Care Trust, Crime & Disorder partnership or Local Strategic Partnership.

The Referring to Scrutiny Checklist

1) The issue is persistent and unresolved by the ward councillor(s)

When you feel you have done everything within your power to remedy Mr White's concern and you have exhausted all mechanisms and have tried to resolve the problems with the aid of other agencies and partnerships, but have been unsuccessful in finding an adequate solution. Then you are able to refer the issue to Scrutiny. This should always be a last resort.

SUMMARY OF MR WHITE'S CONCERNS

Mr White's concerns are not his individual complaints; they are the views of other community members. Mr White's concerns include a number of cross-cutting concerns. Such as, anti social behaviour, gang culture, the use of recreational grounds and lack of police presence.

The focus of Mr White's concerns are certainly neighbourhood/locality based issues and the information provided by Mr White suggests that the issues are a genuine local concern, with petitions, complaints, ward councillors and the Neighbourhood Group being unable to resolve the issues. You may wish to clarify this by finding out the views of the community members or you may already have adequate knowledge of these community concerns.

As the concerns are far reaching and have been unresolved for some time, an apology, explanation or an assurance may not be enough to address the concerns. If you agree to champion the request you will need to consider the different ways to help resolve the concern, such as discussing with officers, other agencies and partnerships such as the Police or Primary Care Trust, Crime and Disorder Partnership or Local Strategic Partnership.

Only when all other mechanisms have been unsuccessful should the CCfA be referred to Scrutiny.

Case Study 2

Mrs Green – Matchborough

Mrs Green writes: I have just read an article about Community Call for Action. I'm writing about the Sports Centre. It provides many great activities for children, but at night, the secluded location and the lack of lighting, brings some very worrying behaviour. A few weeks ago a car was set on fire in the car-park. Can anything be done to make this less threatening for residents after dark? Just some street lights and a few CCTV cameras would be a deterrent.

Initial Issue

1) Are the concerns of Mrs Green individual complaints?

This may be an individual complaint, but if Mrs Green's concerns are shared by the community, then CCfA may be more appropriate than trying to resolve the issue through the formal complaints procedure.

2) Do the concerns of Mrs Green relate to 'quasi judicial' decisions (e.g. planning or licensing) or to council and non domestic rates?

No.

3) Are the concerns to do with quality of public service provision at a local level?

Possibly.

Genuine Local Concern

1) Is the focus of the concern on a neighbourhood or locality issue?

Yes.

2) Is the issue a genuine local concern?

Yes - potentially a genuine local concern.

Championing a Request

1) Has an apology, explanation or assurance been enough to satisfy a community concern?

It would seem that the outcome Mrs Green is looking for is to resolve the anti-social behaviour issues at the sports centre, so an apology is unlikely to

satisfy her concerns. However, there are times when community concerns can be satisfied by public explanation – for example, the issues at the sports centre may have been recognised by the relevant public agencies but are not being addressed immediately, because other areas have higher priority.

2. Having agreed to champion Mrs Green's concern you may use a variety of ways to try and resolve a concern. In the case of Mrs Green, you may wish to formally raise the issue with partnerships or partner agencies such as the Crime and Disorder Partnership.

Referring to Scrutiny

If all other mechanisms have been exhausted and the aid of other partnerships and agencies has been unsuccessful in finding an adequate solution, then you are able to refer the issue to Scrutiny.

Summary of Mrs Green's Concerns

If Mrs Green's concerns represent an individual complaint, this would not be appropriate for scrutiny. However you would want to be sure that the concerns are not shared by the wider community. On the face of it, Mrs Green's concerns could be seen as a service request – for street lighting and CCTV. However the issue of concern is the problem of anti-social behaviour at the sports centre and while it may be that street lighting or CCTV could address the problem there may be other or better ways to resolve the concerns. These would need to be explored with the relevant agencies, should you agree to champion the request.

Whilst the concerns can be thought of as neighbourhood and locality issues, you will want to be sure that the concerns are genuine and not just an individual 'hobby horse', finding out the views of other community members will help clarify this.

An apology, explanation or an assurance may not be enough to allay Mrs Green's concerns although she may be relieved that her concerns are being dealt with. If you agree to champion this request, this would involve exploring potential solutions to the problem, with relevant agencies.

If you have exhausted all mechanisms to resolve the problem, but have been unsuccessful in finding an adequate solution, you are able to refer the issue to scrutiny, but this should always be a last resort.

Case Study 3

Mr Blue – Lodge Park

Mr Blue has sent a letter to the Overview and Scrutiny Support Officers. Mr Blue writes: I am writing regarding the bulky and garden waste collection service which, as a pensioner who doesn't own a car I find invaluable. I do want to complain though about the length of time it takes for them to take away my garden waste. It is supposed to be collected within 10 days but usually takes much, much longer and sometimes only after several phone calls to chase people up.

Initial Issue

1. Are the concerns of Mr Blue an individual complaint?

Yes, unless there are a pattern of complaints in this area.

2 Do the concerns of Mr Blue relate to 'quasi judicial' decisions (e.g. planning or licensing) or to council and non domestic rates?

No.

3. Are the concerns to do with quality of public service?

Yes.

Genuine Local Concern

1) Is the focus of the concern on a neighbourhood or locality issue?

Not if it is an individual complaint, but if there are a pattern of similar complaints in a particular estate or ward then it could be. In this case it could be appropriate for CCfA. It could also be an issue of more general concern, across Redditch, in which case a traditional referral to scrutiny might be appropriate

2) Is the issue a genuine local concern?

Yes, but again isolated to Mr Blue

Championing a Request

1) Has an apology, explanation or assurance been enough to satisfy a community concern?

Mr Blue may be satisfied with an apology.

2) Resolving an Issue.

If it is an individual complaint, Mr Blue should find a resolution under the Council's Corporate Complaints procedure.

Referring to Scrutiny

The issue is persistent and unresolved by local councillor(s)

Mr Blue's concern should have been resolved via the Council's Corporate Complaints procedure and is not an issue adequate for scrutiny.

Summary of Mr Blue's Concerns

Mr Blue's concern is an individual complaint and is not appropriate for Scrutiny. Advice can be given about Redditch Borough Council's Corporate Complaints procedure. Whilst the issue is on the quality of public service at a local level, it is likely that the issue will be isolated to Mr Blue.

However, if you felt the lack of public service was affecting other residents within the community, then you may wish to gather support from your constituents.

Mr Blue may be happy with an apology, explanation or assurance that a problem has been dealt with and will not occur again. It is unlikely that you will have to liaise with their agencies and partnerships unless you believe the concern is affecting the wider community members.

It is likely that the issue will be successfully resolved by the ward councillor or Redditch Borough Council's Corporate Complaints procedure and unlikely to be referred to scrutiny.

Overview and Scrutiny Committee

No Direct Ward Relevance

29 July 2009

QUARTERLY PERFORMANCE MONITORING APRIL 2008 – MARCH 2009

(Report of the Head of Strategy and Partnerships)

1. Summary of Proposals

This report provides a view on aspects of the Council's overall performance. It shows which performance indicators, when compared to the same quarter last year, are exceeding their target, are not on target or where performance data / target data is missing.

This report provides Members with an opportunity to review the Council's performance for financial year 2008/09 and to comment upon it.

2. Recommendation

The Committee is asked to RESOLVE that

the update on key performance indicators for the period April 2008 – March 2009 be noted and commented upon.

3. Financial, Legal, Policy and Risk Implications

Financial

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

Legal

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

Policy

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

Risk

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

Sustainability / Environmental

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

Report**4. Background**

- 4.1 The new National Indicator (NI) set has been introduced with effect from the 1st April 2008 and these are the only indicators that public authorities will be required to report on to central Government. Figures collected for 2008/09 will form the baseline for future reporting. 33 national indicators are included in the Local Area Agreement for Worcestershire.
- 4.2 Although Redditch Borough Council will no longer need to report on Best Value Performance Indicators (BVPI's), it is considered that until the National Indicators have been fully embedded it would be useful to continue to collect information on them and on some local indicators.
- 4.3 The Council uses an electronic data collection (EDC) spread sheet to show our current and historic performance against selected national indicators and local performance indicators.
- 4.4 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

5. Key IssuesBasis of Quarterly Reporting

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

Overview and Scrutiny Committee

No Direct Ward Relevance

29 July 2009

- (c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
- (d) The development of links to how the Council is performing in its key delivery projects.
- 5.2 Member involvement in monitoring performance for the remainder of the 2008/09 reporting year will involve:

Quarter	Period	Member Group	Purpose of Reporting
4	Jan – Mar	July Overview & Scrutiny Committee / Executive Committee	Receive annual outturn statistics Analyse exception report

The Exception Report

- 5.3 The exception report compares the current quarter outturn to the same period last year and highlights those indicators that have either improved or declined in performance when compared to the same quarter last year. The report also compares the final outturn with the target and highlights those which have exceeded their target and those which have not.

6. **Other Implications**

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

Social Inclusion : None specific.

7. **Lessons Learnt**

It became apparent that the Council required guidance on performance and as such a performance management framework document has been drafted. This document is to be reported on at Full Council in July 2009.

8. **Background Papers**

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

Overview and Scrutiny Committee

No Direct Ward Relevance

29 July 2009

9. **Consultation**

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

10. **Author of Report**

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

11. **Appendices**

Exception Report – Corporate Performance Indicators 1 April 2008 to 31 March 2009

Indicators which have improved compared to the same quarter last year

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Environment & Planning Services Directorate										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Kilogrammes of household waste collected per head	BV084a	362	374	▲	355	373	415	409	374	
Percentage of population resident in area served by a kerbside recyclable collection	BV091a	99.43%	93.59%	▲	100%	100%	82.80%	93.73%	93.59%	
The percentage of new homes built on previously developed land	BV106	88.12%	82.00%	▲	Not set	93.1%	95.04%	91.63%	82.00%	Annual figure 1 April 08 to 31 March 09
Number of vehicles classed as abandoned and subsequently removed	ET08c	66	155	▲		NA	238	200	155	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000	NA	1,241,132	1,498,838	1,474,325	Not all claims received as at 28 April 09 (EDC)
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%	NA	#	#	50.00%	
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%	NA	#	#	96.43%	
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%	NA	#	#	3.00%	
Deputy Chief Executive Directorate										
The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	BVPI 2b	84.21%	78.95%	▲		84%	58%	79%	78.95%	The authority is in the process of formulating the three year rolling plan for impact assessments, these will be in place by the end of May 2009. An equalities training program will be adopted by the authority firstly focusing on Disability awareness. The authority has appointed Equality Champions who are going to be undertaking an NVQ in Equality and Diversity, this will be accredited by Warwick University. The Single Equalities Scheme is currently out for Consultation, this will be finalised and adopted by the authority in September 2009. (EDC)
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	BVPI 8	91.62%	90.64%	▲	94.5%	#	93.71%	94.1%	90.64%	
The percentage of Council Tax collected by the Authority in the year	BVPI 9	97.10%	96.97%	▲	98.50%	#	97.79%	96.67%	96.97%	

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
All British Crime Survey - Wounding	CS3	629	780	▲		NA	#	1023	780	
Housing Leisure & Customer Services Directorate										
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.50	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%	NA	#	77%	78.22%	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28	NA	#	20	32.04	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)
Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%	NA	1.10%	1.16%	1.03%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25	NA	18.69	20.64	23.44	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4	NA	12.31	Not available	3.29	

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	89.56%	85.39%	▲	80%	NA	57.14%	54.00%	85.39%	Slight decrease in performance from 3rd quarter to final quarter. There was an increase of 9% (126) in the number of plumbing & carpentry jobs created from the previous 3rd quarter & although appointments increased by 5% (70), we had to reduce some appointments available as: January - for 2 days we only had one carpenter available for appointment duty; March - only 1 plumber available for one week's appointments during this month. (EDC)
Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%	NA	98.81%	98.00%	99.54%	
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%	NA	92.23%	95.46%	95.05%	
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%	NA	96.22%	84.57%	88.31%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%	NA	77.49%	77.84%	81.13%	
Number of e-enabled web payments	WMO 10	8,530	5,175	▲	8,282	NA	#	#	5,175	
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
Key to Symbols										
Improving performance compared to same quarter last year	▲		No data available for the period	#						
Worsening performance compared to same quarter last year	▼		Not applicable for this indicator/period	NA						
No change in performance compared to same quarter last year	◄►		Data is provisional	*						

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Environment & Planning Services Directorate										
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV012	9.60	8.53	▼	9.77	8.40	11.53	10.62	8.53	
The percentage of local authority employees with a disability	BV016a	1.90%	2.48%	▼	2.3%	5.2%	2.20%	2.55%	2.48%	
The percentage of local authority employees from minority ethnic communities	BV017a	2.80%	3.15%	▼	3.43%	3.2%	3.50%	3.49%	3.15%	
Cost of Waste Collection per household	BV086	*49.02	£47.82	▼		£44.50	£50.54	£49.01	£47.82	Provisional outturn figure - accounts not completed for year (EDC)
The percentage of appeals allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	BV204	44.44%	41.00%	▼	33%	25.9%	15%	50%	41.00%	
Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	BV216b	1.59%	4.11%	▼		11.0%	6.2%*	11%	4.11%	
Number of Dial-A-Ride passenger trips per year	ET09	36,591	39,678	▼	42,000	NA	31,471	37,707	39,678	Final quarter showed drop in passenger numbers mainly due to inclement weather in January and February and the loss of some passenger groups. Target for 09 / 10 revised based on previous three year trend (EDC)
Total number of uses of Shopmobility	ET11	20,494	21,705	▼	23,000	NA	23,180	22,611	21,705	The final quarter showed drop in user numbers likely due to the inclement weather in January and February and current financial climate. (EDC)
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	93.75%	▼	65%	NA	NA	NA	93.75%	
Deputy Chief Executive Directorate										
The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	96.86%	98.00%	▼	99.00%	#	98.60%	97.60%	98.00%	Only % figure available 4th Quarter = 96.86% - all claims corrected before payment (EDC)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	65.24%	69.46%	▼	89.00%	#	85.93%	no figures available	69.46%	
Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	BVPI 79b(ii)	24.26%	26.39%	▼	To be set	#	35.09%	no figures available	26.39%	
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	80%	81.03%	▼	80.00%	NA	61.73%	66.81	81.03%	80% figure calculated by IBS report tool but no workings provided (EDC)

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Housing Leisure & Customer Services Directorate										
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	97.36%	98.53%	▼	98.6%	99.0%	98.00%	98%	98.53%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	BVPI 66b	8.60%	8.51%	▼	8.5%	3.3%	7.47%	8.00%	8.51%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
Percentage of local authority tenants who have had Notices Seeking Possession served	BVPI 66c	2.73%	2.54%	▼	3.5%	14.0%	3.19%	2.37%	2.54%	
The average length of stay in B & B (weeks)	LIB 219	4.79	1.80	▼	3	NA	3.01	3.61	1.80	The 1st quarter performance was made up of one applicant in B&B for a considerable time. Since then we have reduced the use of B&B which has kept the average above target over the year. (EDC)
Rent arrears as a percentage of rent roll	LIB 231	3.38%	2.98%	▼	2.80%	NA	2.56%	3.49%	2.98%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The percentage of Lifeline Controller responses within 60 seconds of call	HH 04 (LL)	98.65%	98.67%	▼	98.5%	NA	98.97%	98.62%	98.67%	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	25.29	21.98	▼	32	NA	29.21	23.69	21.98	
Total concessionary use of sports and leisure facilities	LT 1	49,732	56,234	▼	45,437	NA	31,531	61,909	56,234	Figures include 1 less sports centre facility due to operation returning to school (EDC)
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
Key to Symbols										
Improving performance compared to same quarter last year	▲				No data available for the period	#				
Worsening performance compared to same quarter last year	▼				Not applicable for this indicator/period	NA				

Indicators which have declined when compared to same quarter last year

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
No change in performance compared to same quarter last year	◀▶		Data is provisional			*				

Indicators improved on same quarter last year
and exceeded target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Environment & Planning Services Directorate										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000	NA	1,241,132	1,498,838	1,474,325	Not all claims received as at 28 April 09 (EDC)
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%	NA	#	#	50.00%	
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%	NA	#	#	96.43%	
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%	NA	#	#	3.00%	
Deputy Chief Executive Directorate										
Housing Leisure & Customer Services Directorate										
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.50	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%	NA	NA	77%	78.22%	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28	NA	NA	20	32.04	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)

Indicators improved on same quarter last year
and exceeded target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%	NA	1.10%	1.16%	1.03%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25	NA	18.69	20.64	23.44	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4	NA	12.31	Not available	3.29	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	89.56%	85.39%	▲	80%	NA	57.14%	54.00%	85.39%	Slight decrease in performance from 3rd quarter to fianl quarter. There was an increase of 9% (126) in the number of plumbing & carpentry jobs created from the previous 3rd quarter & although appointments increased by 5% (70), we had to reduce some appointments available as: January - for 2 days we only had one carpenter available for appointment duty; March - only 1 plumber available for one weeks's appointments during this month. (EDC)
Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%	NA	98.81%	98.00%	99.54%	
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%	NA	92.23%	95.46%	95.05%	
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%	NA	96.22%	84.57%	88.31%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%	NA	77.49%	77.84%	81.13%	
Number of e-enabled web payments	WMO 10	8530	5,175	▲	8,282	NA			5,175	
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
Key to Symbols										
Improving performance compared to same quarter last year	▲		No data available for the period	#						
Worsening performance compared to same quarter last year	▼		Not applicable for this indicator/period	NA						
No change in performance compared to same quarter last year	◄►		Data is provisional	*						

Indicators which have improved against target
and those which have declined against target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
PERFORMANCE INDICATORS WHICH MET THE ANNUAL TARGET										
Environment & Planning Services Directorate										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV012	9.60	8.53	▼	9.77	8.40	11.53	10.62	8.53	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	BV062 (former)	4.68%	8.02%	▼	3%	NA	2.25%	3.17%	8.02%	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000	NA	1,241,132	1,498,838	1,474,325	Not all claims received as at 28 April 09 (EDC)
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%	NA	NA	NA	50.00%	
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	93.75%	▼	65%	NA	NA	NA	93.75%	
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%	NA	NA	NA	96.43%	
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%	NA	NA	NA	3.00%	
Deputy Chief Executive Directorate										
Housing Leisure & Customer Services Directorate										
Percentage of local authority tenants who have had Notices Seeking Possession served	BVPI 66c	2.73%	2.54%	▼	3.5%	14.0%	3.19%	2.37%	2.54%	
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
The number of people sleeping rough on a single night within the area of the local authority	BVPI 202	0	0	◀▶	1	0.0	0	0	0	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.50	

Indicators which have improved against target
and those which have declined against target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

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		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%	NA	#	77%	78.22%	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28	NA	#	20	32.04	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)
Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%	NA	1.10%	1.16%	1.03%	
The percentage of Lifeline Controller responses within 60 seconds of call	HH 04 (LL)	98.65%	98.67%	▼	98.5%	NA	98.97%	98.62%	98.67%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25	NA	18.69	20.64	23.44	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	25.29	21.98	▼	32	NA	29.21	23.69	21.98	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4	NA	12.31	Not available	3.29	
Percentage of children 0-4 years living in the Cherry Trees catchment area accessing Children's Centre Services	HH 15i	72.11%	#		70%	NA	90.40%	56.10%	111.50%	
Percentage of children 0-4 years living in the Holly Trees catchment area accessing Children's Centre Services	HH 15ii	76.83%	#		70%	NA	NA	NA	91.00%	
Percentage of children 0-4 years living in the Woodlands catchment area accessing Children's Centre Services	HH15 iv	50.72%	#		50%	NA	NA	NA	NA	

Indicators which have improved against target
and those which have declined against target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments	
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08		
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Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%	NA	98.81%	98.00%	99.54%		
Total concessionary use of sports and leisure facilities	LT 1	49,732	56,234	▼	45,437	NA	31,531	61,909	56,234	Figures include 1 less sports centre facility due to operation returning to school (EDC)	
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%	NA	92.23%	95.46%	95.05%		
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%	NA	96.22%	84.57%	88.31%		
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%	NA	77.49%	77.84%	81.13%		
Number of e-enabled web payments	WMO 10	8,530	5,175	▲	8,282	NA	#	#	5,175		
Key to Symbols											
Improving performance compared to same quarter last year	▲	No data available for the period				#					
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period				NA					
No change in performance compared to same quarter last year	◄►	Data is provisional				*					

Indicators which have improved against target
and those which have declined against target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
PERFORMANCE INDICATORS WHICH DID NOT MEET THE ANNUAL TARGET										
Environment & Planning Services Directorate										
The percentage of the top paid 5% of local authority staff who are from an ethnic minority	BV011b	0.00%	0.00%	◀▶	1.67%	3.6%	1.67%	1.75%	0.00%	
The percentage of the top paid 5% of local authority staff who have a disability	BV011c	0.00%	0.00%	◀▶	1.67%	6.4%	1.67%	2.22%	0.00%	
The percentage of local authority employees with a disability	BV016a	1.90%	2.48%	▼	2.3%	5.2%	2.20%	2.55%	2.48%	
The percentage of local authority employees from minority ethnic communities	BV017a	2.80%	3.15%	▼	3.43%	3.2%	3.50%	3.49%	3.15%	
The number of private sector vacant dwellings returned into occupation or demolished during the financial year as a direct result of local authority action	BV064	0	0	◀▶	1	53.3	1	0	0	
Kilogrammes of household waste collected per head	BV084a	362	374	▲	355	373	415	409	374	
Percentage of population resident in area served by a kerbside recyclable collection	BV091a	99.43%	93.59%	▲	100%	100%	82.80%	93.73%	94.37%	
Number of Dial-A-Ride passenger trips per year	ET09	36,591	39,678	▼	42,000	NA	31,471	37,707	39,678	Final quarter showed drop in passenger numbers mainly due to inclement weather in January and February and the loss of some passenger groups. Target for 09 / 10 revised based on previous three year trend (EDC)
Total number of uses of Shopmobility	ET11	20,494	21,705	▼	23,000	NA	23,180	22,611	21,705	The final quarter showed drop in user numbers likely due to the inclement weather in January and February and current financial climate. (EDC)
Deputy Chief Executive Directorate										
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BVPI 8	91.62%	90.64%	▲	94.5%	#	93.71%	94.1%	90.6%	
The percentage of Council Tax collected by the Authority in the year	BVPI 9	97.10%	96.97%	▲	98.50%	#	97.79%	96.67%	96.97%	
The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	96.86%	98.00%	▼	99.00%	#	98.60%	97.60%	98.00%	Only % figure available 4th Quarter = 96.86% - all claims corrected before payment (EDC)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	65.24%	69.46%	▼	89.00%	#	85.93%	no figures available	69.46%	

Indicators which have improved against target
and those which have declined against target

Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009

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Housing Leisure & Customer Services Directorate										
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	97.36%	98.53%	▼	98.6%	99.0%	98.00%	98%	98.52%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	BVPI 66b	8.60%	8.51%	▼	8.5%	3.3%	7.47%	8.00%	8.51%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The average length of stay in B & B (weeks)	LIB 219	4.79	1.80	▼	3	NA	3.01	3.61	1.8	The 1st quarter performance was made up of one applicant in B&B for a considerable time. Since then we have reduced the use of B&B which has kept the average above target over the year. (EDC)
Rent arrears as a percentage of rent roll	LIB 231	3.38%	2.98%	▼	2.80%	NA	2.56%	3.49%	2.98%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
Percentage of children 0-4 years living in the Oak Trees catchment area accessing Children's Centre Services	HH 15iii	55.35%	#		70%	NA	NA	NA	NA	Underachieved due to long term staff sickness & Centre is not a 30% Super Output Area therefore has reduced budget allocation & resources. This will be more accurately reflected in 09/10 by a reduced target figure. (EDC)
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
Key to Symbols										
Improving performance compared to same quarter last year	▲				No data available for the period	#				
Worsening performance compared to same quarter last year	▼				Not applicable for this indicator/period	NA				

Indicators which have improved against target
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No change in performance compared to same quarter last year	◀▶			Data is provisional		*				



Overview and Scrutiny

Committee

No Direct Ward Relevance

29 July 2009

WORK PROGRAMME

(Report of the Chief Executive)

Date of Meeting	Subject Matter	Officer(s) Responsible for report
ALL MEETINGS	REGULAR ITEMS	(CHIEF EXECUTIVE)
	Minutes of previous meeting Consideration of the Forward Plan Consideration of Executive Committee key decisions Call-ins (if any) Pre-scrutiny (if any) Consideration of Overview and Scrutiny Actions List Referrals from Council or Executive Committee, etc. (if any) Task & Finish Groups - feedback Committee Work Programme	Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive
	REGULAR ITEMS Quarterly Performance Report Quarterly Budget Monitoring Report Review of Service Plans 2010 / 13	Chief Executive Chief Executive Relevant Lead Heads of Service

Overview and Scrutiny

Committee

29 July 2009

	<p>REGULAR ITEMS</p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> 1. the Dial-A-Ride Task and Finish Group; 2. the National Angling Museum Task and Finish Group; and 3. the Neighbourhood Groups Task and Finish Group. 	<p>Relevant Lead Head of Service</p> <p>Relevant Lead Head of Service</p> <p>Relevant Lead Head of Service</p>
OTHER ITEMS - DATE FIXED		
29 July 2009	Crime and Disorder Scrutiny - Discussion	Relevant Lead Head(s) of Service
29 July 2009	Councillor Calls for Action (CCfA) – Discussion of Process	Relevant Lead Head(s) of Service
29 July 2009	National Angling Museum Task and Finish Group - report	
29 July 2009	Quarterly monitoring – Performance Outturn Report	Relevant Lead Head of Service
19 August 2009	Policy for the Award of Contracts to the Voluntary and Community Sector Organisations by Redditch Borough Council – pre-scrutiny	Relevant Lead Head of Service

Overview and Scrutiny

Committee

29 July 2009

19 August 2009	Options for use of the Former Covered Market area – Pre-Scrutiny	Relevant Lead Head(s) of Service
19 August 2009	Local Strategic Partnership and Local Area Agreement – Scoping document	Relevant Lead Head(s) of Service
19 August 2009	Quarterly Budget Report – first quarter 2009/10.	Relevant Lead Head of Service
19 August 2009	Quarterly Performance Report – first quarter 2009/10.	Relevant Lead Head of Service
2 September 2009	Fees and Charges Task and Finish Group – Update on Response to Recommendations – Planning Charges.	Relevant Lead Head(s) of Service
2 September 2009	Portfolio Holder for Planning, Economic Development and Transport – Annual Report	
2 September 2009	Town Centre Strategy – Pre-Scrutiny	Relevant Lead Head(s) of Service
23 September 2009	Role of the Mayor Task and Finish Group – Monitoring the Implementation of Recommendations	Relevant Lead Head(s) of Service
23 September 2009	Portfolio Holder for Housing, Local Environment and Health – Annual Report	
14 October 2009	Housing Mutual Exchange Task and Finish Group – Monitoring the Implementation of the Group's Recommendation	Relevant Lead Head of Service

Overview and Scrutiny

Committee

29 July 2009

14 October 2009	Portfolio Holder for Corporate Management – Annual Report	
4 November 2009	Dial-A-Ride Task and Finish Group – Final Report	Relevant Lead Head of Service
4 November 2009	Quarterly Budget Report – second quarter 2009/10.	Relevant Lead Head of Service
4 November 2009	Quarterly Performance Report – second quarter 2009/10.	Relevant Lead Head of Service
25 November 2009	Neighbourhood Groups Task and Finish Group – Final Report	Relevant Lead Head of Service
3 February 2010	Update on fly tipping and the progress of the 'Worth It' campaign.	Relevant Lead Head of Service
3 February 2010	Quarterly Budget Report – third quarter 2009/10.	Relevant Lead Head of Service
3 February 2010	Quarterly Performance Report – third quarter 2009/10.	Relevant Lead Head of Service
24 February 2010	Portfolio Holder for Leisure and Tourism – Annual Report	
17 March 2010	Review of Ditches - update report	Relevant Lead Head of Service

Overview and Scrutiny

Committee

29 July 2009

17 March 2010	Fees and Charges Task and Finish Group – update on implementation of the Charging Policy	Relevant Lead Head of Service
17 March 2010	Portfolio Holder for Community Safety – Annual Report	
7 April 2010	Portfolio Holder for Community Leadership and Partnership – Annual Report	
23 June 2010	Performance Outturn Report	Relevant Lead Head of Service
2 March 2011	Council Flat Communal Cleaning Task and Finish Group – update on implementation of recommendations.	Relevant Lead Head of Service
June 2011	Third Sector Task and Finish Group – Stage Two Update on responses to the Group's recommendations	Relevant Lead Head of Service
OTHER ITEMS – DATE NOT FIXED		
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service

