

Overview and Scrutiny Committee

Wednesday, 23rd
September, 2009
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:
www.redditchbc.gov.uk

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

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

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

Further Information

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

Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
 - The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)
- and**
- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

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

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



Overview and Scrutiny Committee

Wednesday, 23rd September, 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. All Wards
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. All Wards
3. Minutes (Pages 1 - 8)	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 9 - 10)	To note the contents of the Overview and Scrutiny Actions List. (Report attached)
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> <ol style="list-style-type: none">1) Local Area Agreement; and2) Local Strategic Partnership. <p>(Reports to follow).</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; and2. Neighbourhood Groups – Chair, Councillor K Banks <p>(Oral reports)</p> <p>All Wards</p>
<p>8. Portfolio Holder for Housing, Local Environment and Health - Annual Report</p> <p>(Pages 11 - 14)</p>	<p>To receive a presentation from the Portfolio Holder for Housing, the local environment and Health, Councillor Brandon Clayton, based on questions proposed by the Overview and Scrutiny Committee.</p> <p>(Report attached).</p> <p>All Wards</p>
<p>9. Quarterly Budget Report - First Quarter</p> <p>(Pages 15 - 30)</p>	<p>To consider the contents of the budget monitoring and budget savings report for April –June 2009.</p> <p>(Reports attached).</p> <p>All Wards</p>
<p>10. Quarterly Performance Report - First Quarter</p> <p>(Pages 31 - 44)</p>	<p>To consider the contents of the performance report for April-June 2009.</p> <p>(Reports attached).</p> <p>All Wards</p>

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11. Policy for the Award of Contracts to Voluntary and Community Sector Organisations - Pre-Scrutiny	<p>To consider further information in relation to proposed amendments to the policy for the award of contracts to Voluntary and Community Sector organisations.</p> <p>(Oral report).</p> <p>All Wards</p>
12. Portfolio Holder Annual Report - Questions	<p>To consider and approve a series of questions for the Portfolio Holder for Corporate Management, Councillor Michael Braley, to address during his annual report before the Overview and Scrutiny Committee on 14th October 2009.</p> <p>(No separate report).</p> <p>All Wards</p>
13. Referrals	<p>To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. <p>(No separate report).</p> <p>All Wards</p>
14. Work Programme (Pages 45 - 50)	<p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p> <p>All Wards</p>

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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), and Councillors K Banks, G Chance, W Norton, J Pearce, D Taylor and D Thomas

Also Present:

Councillor C MacMillan

Officers:

J Staniland and L Hadley

Committee Services Officer:

J Bayley and H Saunders

1. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received on behalf of Councillors R King and Smith.

2. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

3. MINUTES

RESOLVED that

the minutes of the meeting held on 29th July 2009 be confirmed as a correct record and signed by the Chair.

4. ACTIONS LIST

There were no updates on actions contained within the Action List.

5. CALL-IN AND PRE-SCRUTINY

The Committee considered the Decision Notice of the Executive Committee meeting held on Wednesday 26th August. Officers informed the Committee that both the procedures for the Councillor

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Chair

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Call for Action (CCfA) and the recommended model for crime and disorder scrutiny had been approved by the Executive Committee.

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

6. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents to consider.

The Chair reminded Members that there were only two Task and Finish Groups currently running which were due to reach completion in the late autumn. The Chair encouraged Members to think of suitable subjects that could be proposed for a scrutiny review.

7. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

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

In the absence of the Chair, Councillor Chance informed the Committee that the Group had not met for a long period of time as they were waiting for a large amount of information to be provided by Officers in order to complete the next stage of the review. The Chair of the Committee urged that this information be provided by Officers as soon as possible. Officers confirmed that the next meeting of the Group was scheduled for Wednesday 9 September where it was anticipated that the majority of the information requested by the Group would be presented.

b) Neighbourhood Groups – Chair, Councillor Banks

Councillor Banks informed the Committee that the Group had been examining the value and benefits of the Neighbourhood Groups in their current format. She explained that the Group had examined a diverse number of options that could be utilised by the Council to communicate with a larger number of residents.

She explained that completed questionnaires were still being submitted by Officers and Members and these had been analysed. The Group had interviewed several stakeholders involved in the Neighbourhood Groups process including: the leaders of the three political groups represented on the Council; the acting Deputy Chief Executive; representatives from the Police; and Officers from the Council's IT, Communications and Economic Development teams. The Group had examined the potential for using new technology,

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such as Twitter, for community engagement and had also considered government guidance on these issues.

Members of the Group were due to attend the October round of Neighbourhood Group meetings to consult and inform residents about the review.

RESOLVED that

- 1) **Officers be urged to provide the information required by the Dial-A-Ride Task and Finish Group as soon as possible; and**
- 2) **the Task and Finish update reports be noted.**

8. FEES AND CHARGES TASK AND FINISH GROUP – UPDATE

The Committee considered the response provided by Officers regarding the implementation of the recommendation by the Fees and Charges Task and Finish Group that the Council introduce additional fees and charges to cover the cost of planning services. Officers informed the Committee that fees had been introduced for: planning enquiries; pre-application discussions; and post-decision amendments. Officers advised Members that owing to the current economic climate the number of applications had decreased, however, it was expected that these would increase as the market picked up. With regards to post-decision amendments, Officers reported that the Government was due to introduce new legislation which would require all local authorities to levy a fee for this service.

RESOLVED that

the report be noted.

9. TOWN CENTRE STRATEGY

Officers informed the Committee that this item provided Members with an opportunity to undertake pre-scrutiny of the Town Centre Strategy before it was considered at the Executive Committee.

The Chair invited Councillor MacMillan, the relevant Portfolio Holder, to begin this item by answering the question of whether he thought the proposals were realistic, deliverable, and achievable. Councillor MacMillan informed the Committee that he believed the team of consultants commissioned to undertake this initial piece of work had highlighted all of the main issues facing the town centre and had also provided a wide range of realistic and deliverable suggestions as to how to tackle some of these problems. He

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believed that if all Members agreed that developing a strategy for the town centre was a priority for the Council then it would be feasible to fund the actions proposed in the strategy. He stressed that implementation of the proposals would happen over a long period of time. It would therefore take years to fully achieve the potential of the town centre.

Councillor Thomas explained that the future development of the town centre was something that she was passionate about. However, she felt that she had heard similar proposals for the town centre many times in the past and very little had been achieved. She questioned how achievable the proposals were. One of her main concerns was that the Council might raise residents' expectations but might not in the long-term be able to deliver.

Councillor MacMillan explained that he was willing to support the proposals for the duration of his time on the Council but that more advocates were needed to champion the scheme. He suggested that Councillors should sign up to a long term plan to show their support for the proposals. Members briefly touched on the issue of leveraging in external funds to help deliver the strategy and the possibility of approaching Advantage West Midlands to help fund some of the proposals. Councillor MacMillan said that he felt that at this stage, the Council should not discount this option. He believed that if the Council could produce a sound business plan for the proposals with a clear strategic vision and key deliverables then there was a chance that Advantage West Midlands would be willing to support the strategy.

He went on to acknowledge that the Kingfisher Shopping Centre had a role to play in the rejuvenation of the town centre. He had met with representatives from Scottish Widows where the future of the town centre was discussed. Scottish Widows were keen to ensure that something was done to develop the town centre as it would help to attract retailers into the Shopping Centre. There was a pressing need for units to be let and Scottish Widows had attempted to find creative ways of attracting good quality retailers to the Centre. Members commented that they wanted to ensure that any development that did take place would benefit the entire town centre and not just the Kingfisher Centre.

Members concurred that they were passionate about the town centre and its future. It was noted that the Council could not afford not to undertake redevelopment of the town centre as so much of the economic future of the town relied heavily on the town centre being a vibrant and prosperous place. It was noted that the current provision of retail and leisure services in the town centre was not

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enough to offer choice to both residents in the town and to attract visitors from outside the area.

Officers commented that in the past, proposals for the rejuvenation of the town centre had been un-co-ordinated. This time a much more strategic approach had been taken, with the production of an overall strategy for all of the key areas within the town centre. It was also important to ensure, through planning development policy that the most appropriate uses of land were provided for in the town centre.

Members particularly liked the plans for the 'gateway' area to the town, where the train and bus stations were situated. In the past, local Ward Members had experienced difficulty in getting work done on these areas. Members stressed that there were many parties that could potentially be involved in any re-development of this area and that it would be important that the Council worked in partnership to realise the proposals for this part of the town centre. It was suggested by Members that the best approach would be to carefully stage the implementation, ensuring that small scale actions with tangible outcomes were undertaken first followed by the more large scale and complex elements of the scheme in the latter stages.

Members asked Officers to clarify the current position with regards to permitting banks and building societies inside of the Kingfisher Shopping Centre. Officers confirmed that banks and building societies were permitted within the Centre; however policy did restrict successive blank frontages occupying large parts of the centre. Members commented that there was a need for smaller, independent shops to populate the Church Green area. Councillor MacMillan generally agreed with the Committee but pointed out that there was a need to encourage, in particular, a range of high quality and diverse retail uses.

Councillor MacMillan informed the Committee that the strategy was still under consultation and a further consultation event with relevant interested parties was due to take place the following week. Comments provided by the Overview and Scrutiny Committee and at the stakeholder event would be reported back to the Executive Committee.

RESOLVED that

the report be noted.

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10. PORTFOLIO HOLDER FOR PLANNING, ECONOMIC DEVELOPMENT AND TRANSPORT - ANNUAL REPORT

The Chair welcomed Councillor MacMillan, the Portfolio Holder for Planning, Economic Development and Transport to the meeting. Councillor MacMillan presented his Portfolio Holder Annual Report in accordance with the questions set by the Committee. In response to the first question which asked whether the Council as the Planning Authority should influence and encourage private developers to build new developments to certain required standards, he felt that the Council should not take any more action than it currently takes. He felt that the Council provided adequate guidance in planning documents such as the Core Strategy. Some Members of the Committee disagreed with this and felt that more should be done by the Council. In justification of his view, Councillor MacMillan argued that builders and developers understood the market they were working in and therefore knew what would sell. By being too stringent in the application of rules and regulations, the Council would run the risk of deterring companies from building in the town.

Members of the Committee pointed out that the recent housing developments built by some of the town's Registered Social Landlords (RSLs) had resulted in high quality buildings that were both spacious and incorporated environmentally friendly design features. It was questioned why many private sector developers were unwilling to also do this. Officers commented that it was interesting that there was this difference between private sector developers and RSLs. One of the reasons for this was because of the need for RSLs to comply with Homes and Communities Agency (HCA) standards.

The Committee asked Councillor MacMillan his views on how the Council should work in partnership with other agencies to combat the problem of people Not in Employment, Education or Training (NEETs). Councillor MacMillan admitted that this was a complex issue that required a long term solution. It involved the Council working in partnership with organisations such as Jobcentre Plus, Connexions and other education providers. The Council had already worked with the Prince's Trust to undertake a scheme helping to support school leavers in applying for jobs. The Council had also been working in partnership to organise a careers fair for year 8 pupils in the town and also to establish a 'young entrepreneur of the year' award.

He informed the Committee that he had met along with other Councillors with Professor Michael Clarke, a former Vice-Principal

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of Birmingham University, regarding the possibility of establishing a 'Redditch University Centre'. The idea of this initiative was that educational institutions in Redditch such as the North East Worcestershire College could provide foundation level degree courses that could enable young people in the town to readily access a University education. Councillor MacMillan felt that what was needed in the town were organisations that would be able to work with the community to initiate effective schemes like this that could help address the issue of NEETs.

The Committee discussed the performance of children at school and the merits of the two-tier versus the three-tier system in enhancing pupils' performance. It was also noted that parents played a huge role in influencing the attitude and aspirations of their children. It was suggested by the Committee that the subject of NEETs might be a suitable subject for a scrutiny exercise.

The Committee asked Councillor MacMillan his views on the future of the Business Centres. He explained that Officers in Property Services had proposed that the Business Centres be reviewed. He explained that he believed the Council needed to be clear about what it wished to use the Business Centres for. In the past, it had been envisaged that they would be used to provide office space for start-up businesses. However, it had been shown that very few new businesses had taken up units. He argued that if the Council wished to provide support for start-up businesses then it may be more effective to give the resources spent on Businesses Centres directly to start-up business in the form of grants. Furthermore, he suggested that before any review was undertaken of the Business Centres, work should be undertaken to establish the needs of new businesses and how the Council might be able to address these.

Members asked the final question regarding the progress of the Smartcard scheme and real time bus information at bus stops in Redditch. Councillor MacMillan confirmed that Worcestershire County Council had been working in partnership with Diamond Bus Company and Centro to progress this scheme. All buses in the West Midlands area would be supplied with the equipment and technology to support Smartcard ticketing. However, there had been supply issues of this equipment which had resulted in a delay in rolling out this scheme until late autumn. With regards to real time bus information, Councillor MacMillan explained that this system had been installed in Worcester bus station and at the Alexandra Hospital in Redditch. It was also being made available at the Redditch bus station and on the 57 and 58 bus route in the town.

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The Chair thanked Councillor MacMillan for attending the meeting.

RESOLVED that

the report be noted.

11. PORTFOLIO HOLDER ANNUAL REPORT - QUESTIONS

The arrangements for the Portfolio Holder for Housing, Local Environment and Health Portfolio Annual Report were considered by the Committee. Members agreed a number of questions for the Portfolio Holder to address during his Annual Report (Appendix A).

12. REFERRALS

There were no referrals.

13. WORK PROGRAMME

There were no updates provided on the Work Programme.

RESOLVED that

the Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 8.45 pm

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Chair

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
4 th February 2009 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.
8 th July 2009 2	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 July 2009. Examples have yet to be provided to the Committee (TO BE DONE).
29 th July 2009 3	The Committee agreed that the consultants report regarding the Arrow Valley Countryside Centre should be pre-scrutinised by the Committee.	Relevant Officers to arrange for this report be to be considered by the Committee once it has been completed. OSSOs (TO BE DONE).
2 nd September 2009 4	The Chair requested that Members consult within their political party Groups to identify topics suitable for scrutiny.	Councillors to liaise with the OSSOs in order to complete scoping documents for proposed scrutiny subjects and to scheduled these items for consideration at forthcoming meeting of the Overview and Scrutiny Committee. (TO BE DONE) Lead Members, members of the Overview and Scrutiny Committee.
2 nd September 2009 5	The Chair requested that Officers be urged to provide the information requested by the Dial-A-Ride Task and Finish Group for consideration at the following meeting of the Group.	The majority of information that was requested was provided for the Group's consideration and an explanation was provided as to why some further information could not be made available by that date. (DONE).

Glossary

- MTFP - Medium Term Financial Plan
- OSSO - Overview and Scrutiny Support Officer

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No Direct Ward Relevance

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PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR B CLAYTON, PORTFOLIO HOLDER FOR HOUSING, LOCAL ENVIRONMENT AND HEALTH

The following themes have been suggested by Members of the Overview and Scrutiny Committee. Questions relating to these themes will be posed to Councillor B Clayton, Portfolio Holder for Housing, Local Environment and Health at the Overview and Scrutiny Committee meeting on Wednesday 23rd September 2009.

- 1) **What are your plans for Redditch Borough Council's housing stock? Is it your intention to sell the stock?**
- 2) **How do you rank the different elements of your portfolio?**
- 3) **What action are you taking to reduce the levels of teenage pregnancy in Redditch?**
- 4) **What are your top three priority actions for reducing CO2 emissions?**
- 5) **What are you doing to increase the range of items covered by recycling? Could we have an update on the timescales involved in extending recycling coverage to a greater variety of plastics?**

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PORTFOLIO HOLDER / EXECUTIVE COMMITTEE MEMBER ROLES

The following role description for Portfolio Holders at Redditch Borough Council was adopted at full Council on 14th September 2009. This description outlines the role and responsibilities of a Portfolio Holder in detail. Members of the Overview and Scrutiny Committee may find it useful to refer to this role description when considering the Annual Report from the Portfolio Holder.

Executive duties

- To work at meeting the Council's corporate objectives, as set out in the Corporate Plan.
- To encourage performance improvement in all services, consistent with Value for Money principles and within the policy and budgetary framework agreed by the Council. This includes responding appropriately to statutory reports on external inspections and service reviews.
- To facilitate and encourage public participation in the Council's activities by engaging key stakeholders in the Council's decision-making processes.
- To oversee the publication of consultation papers on key issues and ensure that there is appropriate public consultation.
- To consider budget priorities and actions on the delivery of Council services within the overall policy and budgetary framework agreed by the Council.
- To consult with the Overview and Scrutiny Committee on matters relating to the development and formulation of policy.
- To consult with local Ward Members about policy developments or service initiatives which have a specific relevance to their areas.
- To support positive relationships and practices through co-operative working with Officers and Trade Unions.
- To oversee the investigation of and responses to all Local Authority Ombudsman reports, including any findings of maladministration.
- To commission research, studies or the collection of information relating to policy issues or service delivery.

Portfolio Holder duties

- To provide pro-active political leadership and to be the principal political spokesperson for the designated function / service of the Council set out in the allocated Portfolio.
- To initiate (***subject to any necessary Executive Committee/ Council approvals***) and/or promote policies and programmes in the allocated Portfolio within the Council and externally.
- To provide political leadership in ensuring that service strategies, plans, objectives and targets within his/her area of responsibility are monitored, implemented and achieved.
- To present and consult on the Council's policies in the allocated Portfolio with the public, directly and through appropriate media.

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- To engage actively and represent the Council in appropriate local, regional and national groupings involved with the service areas set out in the allocated Portfolio.
- To make recommendations about the implementation of policies within the allocated Portfolio.
- To report to the Council on decisions made, actions taken and progress achieved within the allocated Portfolio.
- To consult with and report as required to the Executive Committee and the Overview and Scrutiny Committee.
- To commission and consider reports from appropriate Officers as required for the efficient discharge of the Portfolio Holder's duties / responsibilities.
- To keep abreast of national best practice / new initiatives in the areas covered by the Portfolio to help ensure high local service standards and provision.
- To consider and act on performance data and reports from the Executive Committee and the Scrutiny Committee.
- To contribute to the corporate development of the Council's policies and objectives through active engagement of the Executive Committee.
- To work closely with relevant Senior Officers of the Council to support the efficient management of the Council and to uphold high standards of performance and conduct and in enabling Officers to exercise any powers delegated to them.
- To attend meetings of the Overview and Scrutiny Committee as and when required.
- At meetings of the Executive, normally to present / speak to and to move any necessary motions in relation to his/her areas of responsibility.
- To advise the Executive on how to respond to a scrutiny report relating to his/her area of responsibility.

The above activities are in addition to the responsibilities set out in the Core Councillor Role.

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No Direct Ward Relevance

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QUARTERLY BUDGET MONITORING: APRIL - JUNE QUARTER

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

1. Summary of Proposals

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

2. Recommendations

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

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

Financial

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

Legal

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

Policy

- 3.3 There are no policy implications.

Risk

- 3.4 Without adequate budget monitoring procedures, the Council will not achieve its objectives. The Council needs to monitor its financial

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performance in order that corrective action may be taken to minimise risks to the organisation.

- 3.5 There is also a risk that the Council will overspend its budget if action is not taken to monitor the delivery of planned savings during the year.

Sustainability / Environmental

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

Report

4. Background

- 4.1 The Council set its base budget for 2009/10 on the 23rd February 2009. Subsequent to this Council, on the 6th April 2009, approved budget savings of £870.1k for 2009/10 to enable the authority to set a balanced budget and to fund a range of bids previously approved on the 9th March 2009. The details of the approved savings are included at Appendix 1. In addition to the approved savings for 2009/10 there is a sum of £200k built into the base budget for vacancy/outturn savings.

- 4.2 A number of the savings approved required an adjustment to the original budget because they reflect savings such as reductions in vacant posts. The value of this type of saving totals £356.4k for which the base budget has been adjusted. However, there are a range of savings totalling £513.7k which require action by officers to deliver the savings. The purpose of this report is advise on the achievement of these savings and provide an outturn forecast for 2009/10.

4.3 Revised Budget 2009/10

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

5. Key Issues

Outturn forecast

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-
- 5.1 Appendices 2 and 3 detail the projected outturn variances as at the end of the first quarter. The budget for 2009/10 includes £350k (£200k built into the base plus £125k addition approved 9 April plus £25k support service savings) for vacancy/outturn savings. The projected savings detailed at appendices 2 and 3 contribute towards the £350k.
- 5.2 The savings detailed within Appendices 2 and 3 may fluctuate during the year particularly where they relate to vacant posts. Any movement on these savings will be reflected in future monitoring reports.
- 5.3 The projected variances at the end of the first quarter are savings of £251,840.

Monitoring of approved savings (General Fund)

- 5.4 Appendix 4 details the savings achieved at the end of the first quarter against the target of £513.7k plus the £200k already built into the base budget for outturn savings.
- 5.5 At the end of June savings of £302.9k had been identified against the target of £713.7k. This would indicate that the Council is on target to deliver the approved savings although the figure for vacancy/outturn savings may fluctuate during the year. There are also a number of savings where action is planned for later in the year.
- 5.6 Any shortfall in savings at the end of the year will need to be met from revenue balances. General Fund balances as at the 1st April 2009 stood at £2.131million of which £255k has been allocated for reinvestment in services.

Other potential savings

- 5.7 The concessionary fares budget is currently showing potential outturn savings that are not reflected in the projected variances within the appendices. The expenditure to date is less than budgeted but the situation should be much clearer when the half year position is reported at the end of the next quarter.

6. Other Implications

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

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Social Exclusion - None.

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7. **Lessons Learnt**

None.

8. **Background Papers**

8.1 Budget monitoring report.

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

9. **Consultation**

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

10. **Author of Report**

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

11. **Appendices**

Appendix 1 - Budget savings approved 6th April 2009.

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

Appendix 3 - Explanations for projected variances.

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

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Budget Savings approved 6th April 2009

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

APPENDIX 2

Quarterly Monitoring Directorate Summary April – June 2009

Directorate	Budget	Profiled YTD Budget	YTD Actuals	Variance to date	Projected Outturn	Projected Variance
Chief Executive	3,697,380	607,489.76	638,784.62	31,294.86	3,506,970	(190,410)
Environment & Planning	6,055,330	1,563,960.00	1,414,261.80	(149,698.20)	6,045,830	(9,500)
Housing Services	1,031,900	589,202.50	348,653.20	(240,549.30)	979,970	(51,930)
Leisure Customer & Business Support	3,333,640	892,170.50	768,244.81	(123,925.69)	3,333,640	0
Corporate	90,000	0.00	0.00	0.00	90,000	0
Total:	14,208,250	3,652,822.76	3,169,944.43	(482,878.33)	13,956,410	(251,840)

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Budget Monitoring Apr – Jun 2009**Explanations for projected outturn variances****Acting Deputy Chief Executives Directorate****Head of Financial Revenue and Benefits Services**

Cost Centre	Description	Variance £	Explanation
0103	Financial Services	(45,910)	Salary savings.

Head of Legal, Democratic & Property Services

Cost Centre	Description	Variance £	Explanation
0431	Investment Properties	(75,000)	Budget assumed leaseholder would give notice in March. Notice not received.
0435	Community Related Asset Property	(52,000)	Savings on empty property rates of £27k, also £13k received for dilapidations and £11k received for a letting at Matchborough (delay in billing).

Head of Strategy & Partnership

Cost Centre	Description	Variance £	Explanation
0706	Concessionary Travel	(17,500)	Legal fees not expected to be incurred.

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Environment & Planning Directorate**Head of Environment**

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

Head of Human Resource & Communications

Cost Centre	Description	Variance £	Explanation
0137	Payroll	8,500	Additional staff required to cover sickness.

Head of Operations

Cost Centre	Description	Variance £	Explanation
0143	Environmental Services Management	(6,000)	Salary savings of £6k.

Head of Planning & Building Control

Cost Centre	Description	Variance £	Explanation
0142	Planning Services	(21,000)	Salary savings.

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Housing, Leisure and Customer Services Directorate**Head of Asset & Maintenance**

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

Head of Housing & Community Services

Cost Centre	Description	Variance £	Explanation
0182	Rent & Welfare	(14,000)	Salary savings (HRA).
0490	Community Warden Service Support	(15,930)	Salary savings (HRA).
0187	Housing Tenancy	(11,000)	Salary savings (HRA)

Head of Leisure & Arts

Nothing to report this quarter.

Summary -

Total variances	£
General Fund	199,910
Housing Revenue Account	51,930
Total	251,840

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Position as at end of first quarter

	Target 2009/10	Actual 2009/10	Comments
	£'000	£'000	
Pitcheroak Golf Course	42.7		Golf course operated by Worcestershire and Herefordshire County Golf Partnership from 11 th May. Need to monitor impact of the earlier than planned start date.
Shared Services	40.0		Dependant upon progress with planned projects
Vacancy Management/Outturn savings*	325.0	199.9	Monitoring has commenced. Procedure agreed and implemented. Level of savings will fluctuate during the year.
REDI	60.0		Due later in year
Printing	52.0		Change not yet implemented.
Procurement	70.0	63.0	Savings in insurance premiums (net of risk management provision).
Committee Services	14.0		Not fully achieved - current projected shortfall £2800 on Members cost centre - reduction in paper used by Print Unit compared to 2008: £142
Benefits Subsidy	40.0	40.0	On target to be achieved
Community Meeting Rooms	45.0		Due later in year
Support Service Costs	25.0		To be added to vacancy savings
*including £200k already built into base budget			
Total	713.7	302.9	

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No Direct Ward Relevance

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QUARTERLY PERFORMANCE MONITORING QUARTER 1, APRIL 2009 - JUNE 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 are improving, declining or remaining static when compared to the same quarter last year.

This report provides Members with an opportunity to view the Council's performance for quarter 1 of the 2009/10 financial year and to comment upon it.

2. Recommendation

The Committee is asked to RESOLVE that

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

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

Financial

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

Legal

- 3.2 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.

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Policy

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

Risk

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

Sustainability / Environmental

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

Report

4. Background

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

5. Key Issues

Basis of Quarterly Reporting

- 5.1 In moving the agenda forward, the Council looked to address the following:

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- (a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
 - (b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.
 - (c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
 - (d) The development of links to how the Council is performing in its key delivery projects.
- 5.2 Member involvement in monitoring performance for the remainder of the 2009/10 reporting year will involve:

Quarter	Period	Member Group	Purpose of reporting
2	July – Sept	November Overview and Scrutiny Committee / Executive Committee	Receive quarter 2 statistics Analyse exception report
3	Oct – Dec	February Overview and Scrutiny Committee / Executive Committee	Receive quarter 3 statistics Analyse exception report
4	Jan – Mar	May Overview and Scrutiny Committee / Executive Committee	Receive annual outturn statistics Analyse exception report

The Exception Report

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

6. Other Implications

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

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Social Inclusion : None specific.

7. **Lessons Learnt**

None.

8. **Background Papers**

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

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**

Appendix 1 - Exception Report – Corporate Performance Indicators
1 April 2009 to 30 June 2009

Corporate Performance Exception Report - Quarter 1 (Apr - Jun) 2009/10

These pages show the outturns for all corporate performance indicators for which data was expected and provided in quarter 1 (April - June) 2009/10.

	DCX	E&P	HLCS	Total
Total number of corporate performance indicators providing outturn data for quarter 1	15	10	10	35
Total number of indicators showing improvement ▲	9	4	8	21
Total number of indicators showing a decline ▼	6	2	1	9
Total number of indicators showing no change* ◀▶	0	4	1	5

* All those indicators showing no change in their performance are currently at optimum performance and as such it is impossible to improve

<u>Key to Symbols (throughout the report)</u>			
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	*

Place Survey - Position Statement

The Policy Team are to create a set of proxy indicators to address performance highlighted by the place survey. Raw data from the Place Survey is currently being analysed in order to identify perceptions at a post-code and demographic level.

Performance Management Group

The Performance Management Group has been established to review performance against performance indicators (PI's) across the Council and to escalate concerns regarding underperformance to Senior Management Team (SMT) and Corporate Management Team (CMT). The group will act as a critical friend and will monitor recovery plans for areas of underperformance. It is anticipated that the group, which will meet on a monthly basis, would act as performance management champions.

Key Findings for Quarter 1

Out of all corporate performance indicators a higher proportion have improved compared to the same quarter last year. By way of example HIP 001 (percentage of urgent repairs completed within government time limits - categories A, B and C) has significantly improved at 91.63% compared with 75.75% at the same time last year. Likewise WMO 004 (enquiries dealt with at first point of contact) has also demonstrated a positive direction of travel, increasing from 86.31% to 93%. However there are also indicators which are highlighted as areas for concern; the Housing Benefit indicators (BV 079b i, ii and iii) have performed poorly compared with this time last year. To address this a benefits improvement plan is in place, and a PI recovery plan is being monitored.

Corporate Performance Exception Report - Quarter 1 (Apr - June) 2009/10

Corporate performance indicators showing an **improvement** in performance when compared to the same quarter last year

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 09 - 30 Jun 09	1 April 08 - 30 Jun 08	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Assault with injury crime rate	NI 020	1.83	2.31	▲	7.64 by 2011 (local target)	NA	NA	7.99	Crimes in this category have fallen by 38 offences compared to the same period last year. Year-on-year there has been a 19% reduction. Walton Close site completed May 09 - One month ahead of schedule. Continuing to proactively identify change events. New Officers recruited and trained during May and June At the same period last year reporting centres were not fully operational. The fact that reports are now being received and action taken is seen as a significant improvement. At the same period last year reporting centres were not fully operational. The fact that reports are now being received and action taken is seen as a significant improvement. Not all claims received as yet however there is an increased usage which will impact on the concessionary fares budget, which officers are monitoring New Benefit Officers recruited June 2009.
Number of affordable homes delivered (gross)	NI 155	19	0	▲	94	NA	NA	10	
The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	NI 180	238.9	67.24	▲	550	NA	NA	178.0	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	16.2	18.37	▲	13	NA	NA	17.7	
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	94.41%	90.36%	▲	95.00%	94.05%	90.64%	91.62%	
The number of racial incidents recorded by the authority per 100,000 population	BV 174	6.28	0	▲	Contextual Measure	18.92	30.21	12.59	
The percentage of racial incidents that resulted in further action	BV 175	100%	No reported incidents	▲	Contextual Measure	93.33%	100.00%	100%	
Number of concessionary journeys per year	ET 015	397,422	390,225	▲	Contextual Measure	1,498,838	1,474,325	1,614,815	
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 016	83.00%	79.00%	▲	85.00%	66.81	81.03%	80%	
Environment & Planning									
Processing of minor planning applications determined within 8 weeks	NI 157(b)	93.33%	85.71%	▲	90%	NA	NA	90.41%	Only 1 application beng determined out of time, which is an improvement from last quarter and above national target. We have changed the way that this data is collected and chased up and this has lead to a big increase in the number of returns that we have received.
Satisfaction of business with local authority regulation services	NI 182	71.01%	27.56%	▲	50%	NA	NA	44.22%	

Corporate Performance Exception Report - Quarter 1 (Apr - June) 2009/10

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 09 - 30 Jun 09	1 April 08 - 30 Jun 08	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Residual household waste per household (kg)	NI 191	144.43	148.93	▲	575kg	NA	NA	566.74	This continues the downward trend in the amount of waste that we are collecting. However as you can see from the comment on NI192 it may also be having an effect on the recycling rate in that residents are buying less expensive products, due to the recession, that use lighter packaging such as bottles made of plastic rather than glass.
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	1.83	2.26	▲	8.00	10.62	8.53	9.60	Improvement on Quarter 4 08/09. Current outturn is under the target of 2 days for the quarter.

Housing, Leisure & Customer Services									
Indicator Description	Indicator Reference	1 April 09 - 30 Jun 09	1 April 08 - 30 Jun 08	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	Comments
Number of households living in temporary accommodation	NI 156	8	9	▲	15	NA	NA	10	With the increase in households approaching the Council for housing advice, the number of households requiring temporary accommodation should continue to reduce.
One Stop Shop: Customer satisfaction	WMO 003	94.72%	94.55%	▲	96%	95.46%	95.05%	95.19%	Satisfaction with the service remains consistently high, now investigating other methods of gathering customer feedback.
Enquiries dealt with at first point of contact	WMO 004	93.00%	86.31%	▲	90%	84.57%	88.31%	92.86%	Since the introduction of a new process to gather this information, we are able to monitor areas where there has not been resolution and investigate how this can improve by better access to information, and improving processes between front and back offices.
Website Page Views (millions)	WMO 008	3.02	4.097	▲	23.35	#	14.15	16.4	Whilst visitors remain similar to Q1 08/09, page views for Hub portal are approximately 50% to Q1 08/09. This is due to improvements in search functionality making the required pages easier to find.
Number of e-enabled web payments	WMO 010	3,423	2,264	▲	9,110	#	5,175	8,530	Web payments and telephone payments continue to rise which indicates that more customers are becoming more comfortable using this facility.

Corporate Performance Exception Report - Quarter 1 (Apr - June) 2009/10

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 09 - 30 Jun 09	1 April 08 - 30 Jun 08	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BV 213	1.89	1.01	▲	6.50	2.89	4.24	7.62	The number of approaches the council is receiving for homelessness is continuing to increase however the housing advice and prevention work being offered through the Housing Options Service is finding resolutions and preventing the homelessness. Through our Housing Options Trailblazer action plan further options are becoming available to increase the housing advice and alternative housing options.
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	91.63%	75.75%	▲	85%	77%	78.20%	83.72%	This is above target as urgent repairs are given priority over other works
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	20.31	25.40	▲	25 days	20	32	21.19	Still within target but a drop in performance from last quarter because of the high volume of external works raised as due to the better weather tenants are identifying fence repairs, slabbing, brickwork etc. We have a backlog of fencing works which will impact on next quarters figures too. We have 3 full time fencers and a labourer to assist and one Supervisor has been dedicated to monitor both fencing inspections and works on site. Annual leave will also impact on the throughput of work.

Corporate Performance Exception Report - Quarter 1 (Apr - Jun) 2009/10

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

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 09 - 30 Jun 09	1 April 08 - 30 Jun 08	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Serious violent crime rate	NI 015	0.19	0.06	▼	TBC	NA	NA	0.57	<p>The number of crimes associated with this indicator is fortunately very small averaging 4 per month since the start of 2008/9. The Council remains committed to undertaking initiatives to reduce the likelihood of serious violent crime such as: providing security upgrades at the homes of victims of domestic abuse and working through the licensing system to regulate premises and the night time economy.</p> <p>Crimes in this category (theft of and from a vehicle, burglary and attempted burglary, and robbery) have risen by 21 offences compared to the same period last year. In order of volume: year-on-year vehicle crime is up, burglary is stable at a five-year low and robbery is up. Council departments, acting through the Community Safety Partnership, continue to contribute to the Burglary Action Plan which includes the distribution of SmartWater.</p> <p>The quarter one collection rate is higher than last year, however, early projections for quarter two indicate that the rate is slowing and falling behind last year. Work is being undertaken to ensure that cases are progressing through the recovery cycle</p> <p>The area of overpayments and recovery is scheduled in on the Benefits improvement plan.</p> <p>The area of overpayments and recovery is scheduled in on the Benefits improvement plan.</p> <p>Improvement plan for overpayments and recovery may impact on this BV in the future.</p>
Serious acquisitive crime rate	NI 016	2.94	2.68	▼	TBC	NA	NA	12.93	
The percentage of Council Tax collected by the Authority in the year	BV 009	29.79%	29.92%	▼	98.50%	96.67%	96.97%	97.10%	
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	76.38%	93.64%	▼	TBC	#	69.46%	69.46%	
Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	BV 079b(ii)	8.43%	10.44%	▼	TBC	#	26.39%	26.39%	
Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	BV 079b(iii)	0.99%	0.55%	▼	TBC	#	0.32%	0.32%	

Corporate Performance Exception Report - Quarter 1 (Apr - Jun) 2009/10

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 09 - 30 Jun 09	1 April 08 - 30 Jun 08	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Environment and Planning									
Percentage of household waste sent for reuse, recycling and composting	NI 192	29.98%	31.13%	▼	32%	NA	NA	31.43%	Although the % recycled is slightly down, the total amount of waste collected (NI191) is down, which is positive. A neighbouring authority with the same collection system has seen a significant drop in % recycled in the first quarter. A big publicity campaign to promote recycling and new products which will be accepted in the green bins from January is being planned to begin in the autumn.
The percentage of local authority employees from minority ethnic communities	BV 017(a)	2.62%	3.21%	▼	3.43%	3.49%	3.15%	2.80%	Percentage of staff from minority ethnic communities has decreased since previous quarter. Currently not meeting target.
Housing, Leisure and Customer Service									
Website Unique Visitors (thousands)	WMO 009	64.69	65.14	▼	212.07	#	175.26	274.64	There was a dramatic increase in usage last year which has slowed in this quarter. There is no particular reason which could explain this other than there may have been less promotion of the web by individual services and because we are in the process of introducing a new content management system which is due to go live in September 2009

Corporate Performance Exception Report - Quarter 1 (Apr - Jun) 2009/10

Corporate performance indicators showing **no change** in performance when compared to the same quarter last year

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2008 30 Jun 2008	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive									
None									
Environment & Planning									
Processing of major planning applications determined within 13 weeks	NI 157(a)	100.00%	100.00%	◀▶	96%	NA	NA	93.75%	Static- Has remained at 100% for last three quarters, which is above national targets. Second Quarter running we have achieved 100%.
Processing of other planning applications determined within 8 weeks	NI 157(c)	100.00%	100.00%	◀▶	95%	NA	NA	97.83%	
Has the local planning authority met the milestones which the current Local Development Scheme sets out?	BV 200(b)	YES	YES	◀▶	Meet milestones set out in LDS Maintain up to date character appraisal	YES	YES	YES	Static
Percentage of conservation areas in the local authority area with an up-to-date character appraisal	BV 219(b)	100%	100%	◀▶		100%	100%	100%	Static
Housing, Leisure & Customer Services									
Percentage of repair appointments made that were kept by RBC	HH 018	100.00%	100.00%	◀▶	99%	98.00%	99.00%	100.00%	We endeavour to keep all of the appointments we make with customers and service will only fail due to unforeseen circumstances eg high levels of sick absence.



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No Direct Ward Relevance

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14. 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

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	<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 Neighbourhood Groups Task and Finish Group. 	<p>Relevant Lead Head of Service</p> <p>Relevant Lead Head of Service</p>
OTHER ITEMS - DATE FIXED		
23rd September 2009	Quarterly Budget Report – first quarter 2009/10	Relevant Lead Head of Service
23rd September 2009	Quarterly Performance Report – first quarter 2009/10	Relevant Lead Head of Service
23rd September 2009	Local Strategic Partnership – Scoping document	Relevant Lead Head(s) of Service
23rd September 2009	Local Area Agreement – Scoping Document	Relevant Lead Head(s) of Service
23rd September 2009	Policy for the Award of Contracts to Voluntary and Community Sector Organisations by Redditch Borough Council – pre-scrutiny	Relevant Lead Head of Service
23rd September 2009	Portfolio Holder for Housing, Local Environment and Health – Annual Report	

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23rd September 2009	Questions for the Portfolio Holder for Corporate Management Annual Report	
1st October 2009	Special Overview and Scrutiny Committee meeting – Joint Municipal Waste Strategy Pre-Scrutiny	Relevant Lead Head(s) of Service
14th October 2009	Garden Waste Strategy – Pre-Scrutiny	Relevant Lead Head(s) of Service
14th October 2009	Role of the Mayor Task and Finish Group – Monitoring the Implementation of Recommendations	Relevant Lead Head(s) of Service
14th October 2009	Housing Mutual Exchange Task and Finish Group – Monitoring the Implementation of the Group's Recommendation	Relevant Lead Head of Service
14th October 2009	Portfolio Holder for Corporate Management – Annual Report	
4th November 2009	Dial-A-Ride Task and Finish Group – Final Report	Relevant Lead Head of Service
4th November 2009	Quarterly Budget Report – second quarter 2009/10.	Relevant Lead Head of Service
4th November 2009	Quarterly Performance Report – second quarter 2009/10.	Relevant Lead Head of Service
4th November 2009	Options for use of the Former Covered Market area – Pre-Scrutiny	Relevant Lead Head(s) of Service

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25th November 2009	Neighbourhood Groups Task and Finish Group – Final Report	Relevant Lead Head of Service
3rd February 2010	Update on fly tipping and the progress of the 'Worth It' campaign.	Relevant Lead Head of Service
3rd February 2010	Quarterly Budget Report – third quarter 2009/10.	Relevant Lead Head of Service
3rd February 2010	Quarterly Performance Report – third quarter 2009/10.	Relevant Lead Head of Service
3rd February 2010	Questions for the Portfolio Holder for Leisure and Tourism Annual Report	
24th February 2010	Portfolio Holder for Leisure and Tourism – Annual Report	
24th February 2010	Questions for the Portfolio Holder for Community Safety Annual Report	
17th March 2010	Review of Ditches - update report	Relevant Lead Head of Service
17th March 2010	Fees and Charges Task and Finish Group – update on implementation of the Charging Policy	Relevant Lead Head of Service
17th March 2010	Portfolio Holder for Community Safety – Annual Report	

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17th March 2010	Questions for the Portfolio Holder for Community Leadership and Partnership Annual Report	
7th April 2010	Portfolio Holder for Community Leadership and Partnership – Annual Report	
23rd June 2010	Performance Outturn Report	Relevant Lead Head of Service
17th November 2010	National Angling Museum Task and Finish Group – update on actions	Relevant Lead Head of Service
2nd 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

