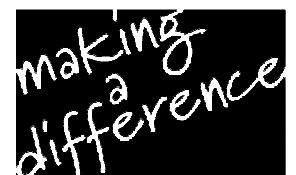


Overview and Scrutiny Committee

Wednesday, 24th
February, 2010
2010
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.

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- 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.
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- 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

**Jess Bayley
Overview and Scrutiny Support Officer**

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Tel: 01527 64252 (Ext. 3268

e.mail: jess.bayley@redditchbc.gov.uk

Minicom: 595528

Welcome to today's meeting.

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

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

Further Information

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

Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

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

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



Overview and Scrutiny Committee

Wednesday, 24th February, 2010

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	

<p>1. Apologies and named substitutes</p>	<p>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.</p>
<p>2. Declarations of interest and of Party Whip</p>	<p>To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.</p>
<p>3. Minutes</p>	<p>To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.</p> <p>(Minutes to follow)</p>
<p>4. Actions List (Pages 1 - 4)</p>	<p>To note the contents of the Overview and Scrutiny Actions List.</p> <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>5. Call-in and Pre-Scrutiny</p>	<p>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.</p> <p>(No separate report).</p> <p>(No Specific Ward Relevance)</p>

Overview and Scrutiny

Committee

Wednesday, 24th February, 2010

<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>(No Specific Ward Relevance)</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. Local Strategic Partnership – Chair, Councillor W. Norton; and2. Joint Worcestershire Hub review – Redditch Borough Council's representative, Councillor R. King. <p>(Oral reports)</p> <p>All Wards</p>
<p>8. Crime and Disorder Scrutiny Panel - Chair's Update</p>	<p>To receive an update from the Chair of the Crime and Disorder Scrutiny Panel on the work of the Panel.</p> <p>(Report attached and oral report to follow).</p> <p>(No Specific Ward Relevance)</p>
<p>9. Civil Parking Enforcement - Update Report</p> <p>(Pages 5 - 32)</p> <p>P Liddington, GIS/Design Officer</p>	<p>To receive an update report on the implementation of the Civil Parking Enforcement Scheme in the Borough.</p> <p>(Reports attached).</p> <p>All Wards</p>
<p>10. Comprehensive Area Assessment</p>	<p>To consider the content of the Comprehensive Area Assessment and Redditch Borough Council's Organisational Assessment and to determine whether any issues raised in these reports would be suitable for further scrutiny.</p> <p>(Reports available separately).</p> <p>All Wards</p>

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<p>11. Council Flat Communal Cleaning - First Stage Monitoring Report</p> <p>(Pages 33 - 36)</p> <p>C Hemming, Asset Maintenance Supervisor</p>	<p>To receive an update on progress with the implementation of some of the Council Flat Communal Cleaning Group's recommendations.</p> <p>(Report attached).</p> <p>All Wards</p>
<p>12. Portfolio Holder for Leisure and Tourism, Councillor P Anderson - Annual Report</p> <p>(Pages 37 - 40)</p>	<p>To consider the Annual Report from the Portfolio Holder for Leisure and Tourism.</p> <p>(Report attached).</p> <p>All Wards</p>
<p>13. Questions for the Portfolio Holder for Community Safety</p>	<p>To propose questions for the Portfolio Holder for Community Safety, Councillor Juliet Brunner, to address in her Annual Report.</p> <p>(Oral report).</p> <p>All Wards</p>
<p>14. Centre for Public Scrutiny - Annual Conference</p> <p>(Pages 41 - 44)</p>	<p>To consider information about the Centre for Public Scrutiny's Annual Conference in 2010 and to receive expressions of interest to attend the event.</p> <p>(Report attached and oral report to follow).</p> <p>(No Specific Ward Relevance)</p>
<p>15. Referrals</p>	<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>

Overview and Scrutiny

Committee

Wednesday, 24th February, 2010

16. Work Programme

(Pages 45 - 50)

To consider the Committee's current Work Programme, and potential items for addition to the list arising from:

- The Forward Plan / Committee agendas
- External publications
- Other sources.

(Report attached)

(No Specific Ward Relevance)

17. 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".

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
14th October 2009 1	Officers reported an item that had been raised by the Portfolio Holder for Community Safety for the consideration of the Crime and Disorder Scrutiny Panel.	Members agreed that this item should be referred for consideration at the first meeting of the Panel. Lead Officer, Overview and Scrutiny Support Officer, estimated completion date, not specified. (TO BE DONE).
25th November 2009 2	Members discussed NI 192: the percentage of household waste sent for reuse, recycling and composting. They questioned why the figures for September had not yet been provided by Worcestershire County Council.	Officers were asked to investigate the reasons for the delay in obtaining these figures. Lead Officer, Head of Strategy and Partnerships, estimated completion date not specified. TO BE DONE.
3rd February 2010 3	Members discussed the contribution of Worcestershire County Council to funding the Grants Officer post at the Council. They requested further information about this arrangement.	Officers to provide further information about this arrangement during the meeting on 24th February. Lead Officer, Head of Community Services, estimated completion date, 24/02/10. (TO BE DONE DURING THE MEETING).
3rd February 2010 4	Members referred to an item on the Actions List that had been added in July 2009. The Head of Finance, Revenues and Benefits had been asked to request a best practice example of a Medium Term Financial Plan (MTFP) from the Council's Auditors. She had complied with this request but had received no reply.	The Chair and OSSO to produce a letter on behalf of the Committee to request a best practice example of a MTFP. The Chair is due to meet with the OSSO 16th February to draft this letter. Lead Officer, OSSO, WILL BE DONE SOON.

<p>3rd February 2010</p> <p>5</p>	<p>Officers advised that district Councils from across the County were working together on the West Midlands Kick Start Partnership on a county wide scheme for disabled facilities grants and the lifetime grant. Under these circumstances the proposed review of these grants, which had been suggested by Councillor Braley in October 2009, could be postponed to allow implementation of the scheme to progress. Councillor Braley had confirmed that he was happy with this suggestion.</p>	<p>Members agreed that the progress of the review would be implemented 6-8 months after the introduction of the scheme. Officers were therefore asked to alter the Committee's Work Programme accordingly. DONE.</p>
<p>3rd February 2010</p> <p>5</p>	<p>Members noted that at a previous meeting of the Committee in November 2009 they had agreed to review the different equalities strands in turn starting with gender equalities, following approval of the Council's Single Equalities Scheme. This Scheme had been approved in January 2010. Members noted that youth employment at the Council was an urgent issue to address. They requested that Officers attend a future meeting to deliver presentations on the subject of gender equalities and youth employment at the Council before progressing any further on this issue.</p>	<p>Relevant Officers have organised to deliver presentations on the subject of gender equalities and youth employment at Redditch Borough Council at a meeting of the Committee on 28/04/10. The Committee's Work Programme has been altered accordingly. DONE.</p>
<p>3rd February 2010</p> <p>6</p>	<p>Members agreed that they wanted to pre-scrutinise a report regarding the Private Sector Home Support Service, which was scheduled on the Forward Plan for consideration at a future meeting of the Executive Committee.</p>	<p>Officers have amended the Committee's Work Programme and asked for clarification as to when the report will be considered. DONE.</p>

<p>3rd February 2010</p> <p>7</p>	<p>Members agreed to postpone further consideration of the Dial-a-Ride Task and Finish review until May 2010, to allow time for the budget for the service for 2010/11 to be set by the Council and for Officers to complete and deliver a report on the short-term financial position of the service.</p>	<p>The Committee's Work Programme has been amended accordingly. DONE.</p>
<p>3rd February 2010</p> <p>8</p>	<p>Members endorsed the recommendations contained in the Arrow Valley Countryside Centre report subject to a couple of amendments.</p>	<p>These amendments have been noted in the Arrow Valley Countryside Centre report accordingly and are due to be presented at a meeting of the Executive Committee on 17th February 2010. DONE.</p>
<p>3rd February 2010</p> <p>9</p>	<p>Members discussed the Capitalisation Direction of the Single Management Team and questioned which of the Council's assets would need to be sold to fund this process, if they needed to be sold.</p>	<p>Officers to provide the information requested by Members. Officers have reported that this information should be circulated for members' consideration by 19/02/10. Lead Officer, Financial Services Manager and estimated completion date 19/02/10. TO BE DONE.</p>
<p>3rd February 2010</p> <p>10</p>	<p>Members requested further information regarding the convergence between Council rents and RSL rents, in particular the differences between these rents at the present time.</p>	<p>Officers to provide the information requested by Members. Officers have reported that this information should have been circulated for Members' consideration by 19/02/10. Lead Officer, Financial Services Manager and estimated completion date, 19/02/10. TO BE DONE.</p>
<p>3rd February</p>	<p>Members agreed to convene a</p>	<p>The Committee's Work</p>

<p>2010</p> <p>11</p>	<p>Work Programme Planning Event to set the Work Programme for the Committee for 2010/11.</p>	<p>Programme has been amended accordingly. Members are due to consider this item in further details at this meeting. DONE.</p>
<p>3rd February 2010</p> <p>12</p>	<p>Members agreed to submit the Neighbourhood Groups Task and Finish Review for the Centre For Public Scrutiny's Good Scrutiny Awards 2010. They requested that letters be sent on behalf of the Committee to the Leader of the Council, the Chief Executive of the Council, and Inspector Ian Joseph of the West Mercia Police to request that they officially endorse the submission.</p>	<p>Letters dispatched as requested on 09/02/10. DONE.</p>
<p>3rd February 2010</p> <p>13</p>	<p>Members requested an opportunity to receive a report on the subject of Worcestershire County Council's proposed delivery of the bus pass scheme across the County.</p>	<p>Officers have amended the Committee's Work Programme accordingly. The report will be delivered at a meeting of the committee on 17/03/10. DONE.</p>

Glossary

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



Overview and Scrutiny Committee

No Direct Ward Relevance

24th February 2010

Report on Implementation of Civil Parking Enforcement (CPE)

1. Background

- 1.1 Attention is particularly drawn to the Report of the Task and Finish Group on Civil Parking Enforcement, dated 2nd March 2007.

2. Current Situation

- 2.2 The Council formally commenced CPE on 31st March 2009. For the first two weeks, no formal Penalty Charge Notices (PCNs) were issued, these being replaced with 'warning notices', to drivers contravening Traffic Regulation Orders (TROs). This action gave drivers additional warning of CPE, to supplement the advance public and press notices. After this period, Civil Enforcement Officers (CEOs) issued formal PCNs, where applicable.
- 2.3 The formal arrangements, whereby Wychavon District Council (WDC) operate CPE on behalf of this Council, has to date, worked extremely well. In my opinion, it is an excellent example of how a successful partnership arrangement between adjacent Local Authorities can work effectively, to benefit all parties concerned.

3. Initial Issues of Concern

- 3.1 TROs are made and implemented by the Highway Authority over a period of many years, with one of the main purposes being, to ensure that highway safety is not compromised by the parking of vehicles at strategic locations on the public highway, such as junctions, narrow carriageways etc.
- 3.2 Unfortunately, since the introduction of CPE, a number of drivers have become suddenly aware that they cannot park their vehicles at locations, where perhaps they have been doing so for some considerable time. This usually results in them receiving a PCN, and in some cases more than one PCN has been issued to the same driver within a short space of time. On the whole however, the majority

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Committee

24th February 2010

of drivers were quick to grasp the fact that CPE was here to stay. Quite pleasingly, we have received many comments from the general public welcoming the introduction of the Service.

- 3.3 Prior to the introduction of CPE, visitors to the Mosque in Archer Road, were able to park more or less where they liked, despite them contravening TROs. Minimal enforcement was undertaken by the Police and their appointed Traffic Warden, giving the false impression that this was an acceptable practice.
- 3.4 When CPE commenced, the Mosque representatives requested special dispensation, to allow them to continue their 'parking arrangements', on the grounds, that as the Police had turned a 'blind eye', then this Authority should do the same.
- 3.5 To maintain the effectiveness of CPE, we must always ensure that everybody is treated equally. Consequently, a number of meetings have taken place between Members, Officers and Mosque representatives, where our position was reiterated. Such meetings proved to be worthwhile, and happily our position was accepted. The matter now appears to be resolved, with alternative 'private' parking arrangements being found, off the public highway.
- 3.6 There have been a very small number of isolated instances, whereby a CEO has been verbally abused by driver, who has just found that he had been issued with a PCN. Of course, as CEOs can unfortunately expect this type of distasteful behaviour on occasions, normally they are able to deal with such confrontations in a professional manner. However, there have been instances where they have felt vulnerable, consequently they instantly call for Police assistance. I am pleased to report that on such occasions, the Police have acted promptly, and then taken the appropriate action. This is either the issue of a 'warning' to the driver concerned, or a Fixed Penalty Notice.
- 3.7 The Town Centre pedestrian area encompassing Market Place, Alcester Street and Church Green East, is presently covered by a TRO which does not allow our CEOs to undertake any enforcement action with regards to the unauthorised parking of vehicles, which should not be parked within this pedestrian area. The Police are the only Authority who can undertake such action. In recent

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months, I have liaised closely with the relevant Police Officers to 'encourage' such enforcement action, but this has only resulted in them taking limited action. It is most discouraging for our CEOs not to be able to take action, when they are constantly being reminded by members of the public, that they should take action on this area, probably more than any other area.

- 3.8 Happily, recent meetings have taken place with the County Council and the Police, whereby an informal agreement has been reached, which will allow the County Council to 'amend' the existing TRO, resulting in the CEOs being able to undertake the appropriate enforcement. This amendment to the TRO, will of course follow the required consultation route.

4. Penalty Charge Notices

- 4.1 The applicable tariffs for PCNs are currently set at either £70 or £50, depending on the seriousness of the contravention. If payment is received within 14 days, the fine is automatically reduced by 50%. Non payment of PCNs, will ultimately result, after the issue of statutory reminders, in Bailiffs being engaged to obtain the outstanding monies from the drivers' responsible. To date, there are 160 cases of unpaid Penalty Charge Notices which Bailiffs will be instructed to recover within the next few weeks.
- 4.2 Contrary to public opinion, the CEOs are not set targets to ensure that a certain number of PCNs are issued to drivers.

5. Civil Enforcement Officers

- 5.1 There are currently four CEOs employed by WDC, who patrol all areas of the Borough where TROs exist. The CEOs are managed by WDC's Parking Administration Supervisor, who undertakes regular Performance Management Reviews with the CEOs, to ensure the quality of the Service is maintained. I am pleased to report that the performance of these Officers has been exceptional.

Overview and Scrutiny

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24th February 2010

- 5.2 The CEOs have a difficult job, particularly when they have to issue a PCN, and the vehicle driver returns to his/her vehicle, and confronts the CEO. If the PCN has already been issued, then the CEO cannot cancel it. However, if the procedure has not been completed, then the PCN can be cancelled, but only if the CEO considers that this is the correct course of action, in the particular circumstances.
- 5.3 CPE enables enforcement to be undertaken where drivers contravene TROs. Currently, for other traffic offences, such as causing an obstruction by parking in front of a vehicular crossing, where no TROs exist, then such offences must still be dealt with by the Police. CEOs will report such offences direct to the Police, if they witness these incidents during their daily routes.
- 6. Residents' Parking Schemes**
- 6.1 Around the Town Centre, there are currently five Residents' Parking Schemes (RPS) in operation. They are in Archer Road, Other Road, Oakly Road, Prospect Hill and Smallwood. Such schemes allow residents to park their vehicles at all times on the highway in the vicinity of their property, in preference to other highway users. For this facility residents pay a small charge for a permit for their vehicle (see 16). In addition, each property is entitled to one Visitors' Permit, at no cost.
- 6.2 These schemes are very advantageous, particularly where the properties are generally of older construction, and do not have off-street car parking facilities. Also, where such properties are located close to the Town Centre, the RPS restricts the parking of vehicles by drivers, who are either visiting the Town Centre for shopping purposes or actually working there.
- 6.3 If residents feel that they would benefit from the introduction of RPS, they are informed that they should consult with their Local County Councillor in the first instance, who will, if considered appropriate, and meeting the necessary criteria, put forward the request to the County Council's Traffic Management Team.

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24th February 2010

6.4 Since the introduction of the first RPS, some years ago, the cost of an individual Parking permit has remained at £5. The income received, should meet the administration costs incurred by the Council. With CPE now running effectively, there is obviously a greater demand for Permits, and consequently the current income does not meet the Council's costs.

6.5 After discussions with the County Council, as it is their Scheme, an agreement has been reached whereby the cost of Permits will be raised to £10 each, as from 1 April 2010. It should be noted that, the County Council initially recommended the cost to be set at £30, to reflect a consistent approach across the County.

7. **Pay and Display Car Parks**

7.1 With the introduction of CPE, this Council now has the Service necessary to monitor and enforce Pay and Display Car Parks. Consequently, Members resolved to make the appropriate Order for the Town Hall and Trescott Road car parks to become Pay and Display facilities, at weekends only. These are to commence operation as from 9 January 2010.

8. **Author of Report**

The author of this report is Pete Liddington (GIS/Design Officer) who can be contacted on extension 3638 (email pete.liddington@redditchbc.gov.uk) for more information.

9. **Appendices**

Appendix A – Financial Report.

Overview and Scrutiny

Committee

13th January 2010

APPENDIX A

Financial Report

The third quarter financial report is shown below. Upon completion of the first operating year, a detailed financial report will then be made available to Members.

Penalty Charge Notice (PCN) Report for third Quarter (13 April 2009 – 20 December 2009)

Number Issued	5,317
Outstanding	751
Paid	3,800
Cancelled	424
Written Off	84
Part Paid	258
Collection Rate (%)	76.36
Total received (£)	<u>139,425</u>

Chair's Foreword

Civil Parking Enforcement

As Chair of the Task and Finish Group I commend this report to the Executive Committee, but the Environmental Overview and Scrutiny Committee were split on the question of endorsement. As a result the Overview and Scrutiny Committee unanimously decided to ask the Executive Committee, and possibly Council in due course, to carefully consider the findings of the Task and Finish Group and its recommendation that some public consultation should take place.

Councillor Antonia Pulsford, Chair, CPE Task and Finish Group



Environmental O&S Committee

Task and Finish Group Membership

Councillor Antonia Pulsford (Chair)
Councillor Jack Cookson
Councillor Jack Field
Councillor David Hunt
Councillor Diane Thomas

Committee Membership

Councillor Iris Beech (Chair)
Councillor Debbie Taylor (Vice Chair)
Councillors Michael Chalk, Dot Dudley, David Enderby, Nigel Hicks, David Hunt and
Antonia Pulsford

Co-opted Members from the Borough Tenants' Panel

Mr Adam Bobowski, Mrs Hazel Simons and Mrs Joan Tyers

Officer Support

Pete Liddington, Head of Asset Maintenance

Overview and Scrutiny Support

Ivor Westmore



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Executive Summary

Civil Parking Enforcement

The Task and Finish Group was charged with investigating the benefits, or otherwise, of introducing Civil (Decriminalised) Parking Enforcement (CPE) in Redditch, to make proposals that were self-financing for the Authority, and to make recommendations to the Environmental Overview and Scrutiny Committee

Our research has showed us that the current parking situation is unsatisfactory, and that there is no opportunity for improvement, without action by Redditch Borough Council (RBC) itself. Discussions with Wychavon District Council (WDC) have revealed, that they would be fully prepared to operate the Service in its entirety for this Authority, with our contribution consisting of a small amount of Officer time (approximately 5-10 hours per week), a computer terminal and a Rest Room for the Parking Attendants (located centrally e.g. Town Hall).

WDC would also be prepared to finance 50% (£70,000) of the initial Start-up costs, now reduced to £140,000, as a result of working in partnership with WDC. The remaining 50% (£70,000) has been secured by a contribution from Worcestershire County Council (WCC), which forms part of their Local Transport Plan (LTP) budget. WDC is confident, that it can recover its share of the Start-up costs from income received from the issue of Penalty Charge Notices (PCNs), though it would require an undertaking from RBC, that should this not occur, RBC would cover the financial shortfall.

The recommendation of the Environmental Overview and Scrutiny Committee is that the Executive Committee should carefully consider the findings of the Task and Finish Group. The Committee also recommends that public consultation on the introduction of Civil Parking Enforcement should take place.



Recommendations

The Committee is asked to

- (1) carefully consider the findings of the Task and Finish Group; and, subject to the outcome of this consideration; and

RECOMMEND that

- (2) public consultation on the introduction of Civil Parking Enforcement should take place.



Introduction

1. Aims

A Task and Finish Group consisting of Councillors Cookson, Field, Hunt, Pulsford and Thomas was set up by the Environmental Overview and Scrutiny Committee on 11th September 2006

- a) to further investigate the benefits or otherwise of introducing Decriminalised Parking Enforcement (DPE hereafter called Civil Parking Enforcement – CPE),
- b) to aim that any proposals are self-financing for the Borough
- c) to make appropriate recommendations to the Environment Overview and Scrutiny Committee at the outcome of the review.

Consequently the two questions the Task and Finish group needed to answer were:

Would the introduction of CPE Borough-wide by the Borough Council benefit Redditch?

and

If the Borough Council is minded to go ahead with CPE, what would be the best way of managing it?

Chair Councillor Antonia Pulsford was appointed Chair at the first meeting.



Background

2. Legislative Background

- 2.1 The starting point for CPE was the Road Traffic Act 1991, which enabled the Highway and Traffic Authority, which is in our case WCC, to take over responsibility for virtually all parking enforcement within a Special Parking Area (SPA) from the Police. If RBC decided to work with WCC to implement these powers, they would be delegated to RBC via an Agency Agreement;
- 2.2 Some Local Authorities have shown little enthusiasm for taking up these powers, which the Police would be delighted to relinquish. It should be noted that there can be substantial financial benefits to the Operating Authority, where the Service functions together with Pay and Display controlled car parks, and in some cases, on street parking (parking meters);
- 2.3 The Traffic Management Act 2004, besides widening the powers available to Authorities operating CPE and relaxing the constraints on spending any financial surplus, has given the Department for Transport (DfT) power to require Authorities to introduce CPE. It seems inevitable that the DfT will use these powers sooner or later.

Local Transport Plan

- 2.4 WCC Local Transport Plan 2006/2011 was accepted by Redditch Borough Council (RBC) on 21 April 2004. An essential part of its Parking Strategy, paragraph 4.5.1.3, is the introduction of CPE throughout the County, and Policy PARK 1 commits the County Council to work with District Councils to ensure that CPE is rolled out across the County by 2011.



Background

Consideration of CPE by Redditch Borough Council

- 2.5 On 15 September 2004, Environmental O&S Committee chose Parking Problems Across the Town as its first major review topic from three proposed by the Chairs Steering Committee. However, on 8 November 2004, the Committee decided that work on Off-street Parking Provision and In-Curtilage Parking, Parking Problems on the Estates, School Parking and On-street Issues, should precede any consideration of CPE. Consequently, no real work was undertaken on CPE until 11 January 2005, when, after presentations from PC Julian Turner (West Mercia Police) and Mr Khash Dadwar (Worcester City Council), the Committee decided to use its own funds to commission Consultants to research the feasibility of CPE within the Borough, and then report back to the Committee.
- 2.6 RTA Associates Ltd (RTA) were commissioned, and produced their report in March 2005, which was considered by Environmental O&S Committee on 13 April 2005. By a majority vote, it was decided not to recommend that the Council proceed with CPE at that time.
- 2.7 On 18 May 2005, the Executive Committee decided to refer CPE to the new Executive Environmental Advisory Panel for further consideration. Unfortunately, no further work took place and, therefore, on 27 June 2006, the Chairs Steering Committee referred the matter back to Environmental O&S Committee which set up the current Task and Finish Group.



Discussion

3. The Current Situation

- 3.1 Parking in Redditch is at the moment largely uncontrolled and, therefore, existing Traffic Regulation Orders (TROs) are generally not enforced. The Police have confirmed, on several occasions, that when their one and only Traffic Warden retires, they will eliminate this post entirely. This will result in no enforcement being available within Redditch, as Police Officers have also been quietly 'advised' by their Superiors not to issue relevant enforcement notices, as their priorities lie elsewhere.
- 3.2 There are considerable problems with inconsiderate parking on housing estates where there are no existing TROs.
- 3.3 As elsewhere in the Country, there are frequently acute problems at Schools, particularly at drop-off and pick-up times, where again the Warden and Police have been reluctant to get involved under any circumstances.
- 3.4 RBC operates a number of Residents' Parking Schemes, these being throughout the whole of Smallwood, in Other Road, Archer Road and Prospect Hill, and soon in Oakly Road. Unfortunately, these suffer from poor or non-existent enforcement, and as a result, parking has become a lottery, which deprives the residents of any of the benefits that it was set out to achieve. Indeed, we now find that a large number of Town Centre workers utilise these nearby residential streets, knowing full well that they will not be penalised.
- 3.5 There is also considerable pressure with on-street parking within the narrow roads of the older sections of the Town, and on a number of the older main roads, with blockages occurring where motorists have disregarded double yellow lines;



Discussion

The Current Situation

- 3.6 Both the Police and WCC are reluctant to approve further TROs and Residents' Parking Schemes, without an adequate enforcement capability.
- 3.7 There is a strong possibility that the Government will oblige Traffic Authorities to introduce CPE, as was indicated by PC Julian Turner.



Discussion

4. The Group's Actions

Clearly the major problem was going to be cost, which the Group has addressed in a number of ways:

- 4.1 The Head of Asset Maintenance requested RTA to provide an updated Financial Model, as some 18 months had elapsed since their original report. This was subsequently received (Appendix A attached).
- 4.2 Following his discussions with RTA, the Head of Asset Maintenance was authorised to enter into preliminary discussions with WDC, with a view to a possible Service Level Agreement. This contact has proved most beneficial. The Model has reflected this partnership arrangement, and has shown that Start-up costs could be reduced by a third from £210,000 (this figure being the predicted Start-up costs if RBC chose to operate the Service independently) to £140,000. This includes the projected loss on the first year of operation. The Group decided to visit WDC to see first hand how they ran their operation.
- 4.3 The Chair and Head of Asset Maintenance, both wrote to the Policy and Strategy Manager, Environmental Services, WCC, to request that WCC finance the Start-up costs, as, unlike most Authorities, we are unlikely to recoup sufficient income from the issue of PCNs to pay off this initial debt. The initial response was rather negative but, perhaps owing to the reduction in start-up costs to £140,000, further discussions between Officers have been more encouraging;



Discussion

The Group's Actions

- 4.4 The Member and Committee Support Services Manager provided the Committee with a list of Neighbourhood Group referrals, which clearly shows that parking problems, especially in relation to Schools, have been on-going for many years.
- 4.5 As instructed by the Group, the Head of Asset Maintenance wrote to both East Herts District Council (EHDC) and Stevenage Borough Council (SBC), both of whom introduced CPE last year, to seek their comments on their experiences. In both cases, their respective County Council, funded initial Set-up costs and the cost of a Consultant to investigate joint working. The EHDC Officer, reported a certain amount of public discontent, but SBC does not seem to have experienced this, and has received positive comments, especially from blue badge holders. EHDC is the lead Authority, and carries out notice processing to SBC's satisfaction. Enforcement is outsourced to CPS. EHDC's PCN income was below the expected rate, but SBC's is above, but costs for the latter have increased too.
- 4.6 The Police have confirmed that, if CPE is introduced, they would still be responsible for incidents of obstruction upon the Public Highway.
- 4.7 The Group was forwarded a copy of a letter from First Buses to a local resident within which they confirmed their support for CPE.
- 4.8 The Group has also referred to Worcestershire Local Transport Plan - 2006/2011, pages 136-137, Local Authority Circular 1/95, Guidance on CPE outside London, the consultation documents on Part 6 of the Traffic Management Act 2004, including the covering letter, Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions and the Partial Regulatory Impact Assessment.



Discussion

5. Visits

- 5.1 As a result of the information received from EHDC and SBC, the Group did not feel it necessary to undertake any visits to other authorities, with the exception of WDC.
- 5.2 If the Council decided to proceed with CPE, working in partnership with a neighbouring Authority would be the most cost effective way of achieving this objective. On the advice received from RTA, WDC appears to be the preferable choice at the current time, compared with Worcester City Council, the only other Authority within the County operating CPE. It would appear that Worcester City Council is experiencing some staffing issues at present, which could make it difficult for them to take on such a partnership role.
- 5.3 The visit to WDC was made on 17 January by Councillors Pulsford, Field and Thomas, and the Head of Asset Maintenance. The set-up is most impressive. The Development Manager and members of his staff received us, together with a Senior Parking Attendant (PA). The PA demonstrated how the issue of PCNs is undertaken, and it is clear that the procedure is not aggressive. The PA spends 5 minutes with a vehicle before issuing a PCN, checking that there are no extenuating circumstances (e.g. blue badge holder), taking digital photographs in case of dispute, and entering particulars into his portable computerised unit. Until the enter button is pressed, the PCN is not issued. Once the enter button is pressed, appeals can only be made to the relevant Office;



Discussion

Visits

5.4 We were then shown the working of the back office and their IT facility. Their IT Company, Spur, has proved extremely good and responsive, when necessary. Effectively, once a PCN has been issued, the computer handles the case prompting the issuing of the contravention notice, keeping the necessary records of progress in each case. A flow chart (Appendix B attached) was provided to show the different stages of enforcement in the case of non-payment or unsuccessful appeals. WDC does not outsource the enforcement procedure, which makes it easier to cope with public or members' queries.

5.5 WDC have been fortunate in being able to recruit a member of staff who has been through the whole process of introducing CPE in Herefordshire, before joining WDC.



Discussion

6. How a partnership between Wychavon and Redditch would work

6.1 Cost

6.1.1 Running costs

The Start-up costs which include the expected loss on the first year's operation would amount to just under £140,000, on the Consultant's latest projection. Years 2-5 should show a profit, though a declining one, on the current level of fines – see the annual net surplus or (deficit) figures on page 2 of Appendix A. This is because the Consultant has allowed for an annual inflation rate of 5%. In fact, it is highly likely that the penalty level will increase which would alter the picture in the Council's favour.

6.1.2 Financing the Start-up costs

Our original hope, was that WCC would finance the total Start-up costs, and to this end, extensive negotiations have taken place between relevant Officers of the two Authorities. However, we have finally secured an undertaking that WCC can only provide a maximum of 50% (£70,000) of the Start-up costs over a 2 year period. WDC is prepared to finance the remaining 50% (£70,000), which they would recoup from PCN charges. They feel they can easily achieve this, because the Consultants' financial model forecasted a 30% PCN cancellation, due to various reasons, whereas WDC is currently operating at 12%, and falling. We would have to undertake to cover WDC's costs (£70,000 spread over the first 5 years, plus the annual operating costs), if the PCN income became insufficient. However, with the combination of their software, digital photos, the ability for people to view on the web and pay fines instantly and the consequent decrease in non-payers, it is very unlikely that we should incur any financial liability.



Discussion

How a partnership between Wychavon and Redditch would work

6.2 Method of Operation

- 6.2.1 WDC Officers, RTA and the Head of Asset Maintenance, believe that initially 4 No. PAs would be sufficient, though the number could be easily increased if needed. The PAs would be employed, trained and managed by WDC and RBC would only need to provide a rest room and computer terminal. The PAs would download their data on the PCNs issued, together with their digital photographs at regular intervals, to enable WDC to process the relevant payment notices. This enables the offending motorist to pay the fine almost instantaneously.
- 6.2.2 Any written material would utilise this Council's logo, thus giving the general public the impression that we are operating the Service. PCN payments would be made to WDC either in person, by post, by internet or by telephone. Of course, arrangements will be made so that payments can also be made in person at any of RBC's One Stop Shops.
- 6.2.3 RBC would need to identify a Head of Service, who would undertake duties, mainly decision taking, confirming cancellation of PCNs. This must be undertaken by RBC only, obviously after been given all relevant information from WDC. These duties will vary, but are considered to be less than a few hours per week.



Conclusion

- 7.1 It is clear, that the current situation as described above is unsatisfactory. Residents are certainly not getting the value for money they are entitled to expect from Residents' Parking Schemes.
- 7.2 The housing estates are plagued by inconsiderate parking, as indeed are those roads where Schools are located, particularly at drop-off and pick-up times.
- 7.3 Traffic Regulation Orders (i.e. double yellow lines and single yellow lines) are frequently ignored, almost certainly to the detriment of highway safety.
- 7.4 There is absolutely no chance of the Police becoming proactive again in parking enforcement, as they apparently have no statutory obligation to do so.
- 7.5 The introduction of CPE would enable RBC to address a number of parking problems. With an enforcement capability, this Council would be able to promote new Residents' Parking Schemes and, as they could ensure that they functioned satisfactorily, the current charge of £5 per annum could be increased with confidence. It would also be possible to promote TROs (single or double yellow lines), as appropriate, adjacent to Schools, or other areas of concern.
- 7.6 If RBC entered into partnership with WDC, we would retain control of parking enforcement.
- 7.7 Finally, with agreements that have been reached with WCC and WBC, it would be possible for RBC to introduce CPE, at no cost to itself, and only a very remote risk of incurring minimal costs in the future. For our part, our costs would be a relatively small amount of Officer time and the provision of a rest room for the Parking Attendants.



Bibliography

Redditch Borough Council: Decriminalised Parking Enforcement Study Report, prepared by RTA Associates Ltd., March 2005

Worcestershire Local Transport Plan – 2006/2011

Local Authority Circular 1/95, Guidance on Decriminalised Parking Enforcement outside London

Traffic Management Act 2004

- Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions – draft for consultation
- Covering letter to consultation
- Consultation on Part 6 of the Traffic Management Act 2004;
- Partial Regulatory Impact Assessment



Glossary

CPE	Civil Parking Enforcement
DfT	Department for Transport
DPE	Decriminalised Parking Enforcement
EHDC	East Hertfordshire District Council
LTP	Local Transport Plan
PA	Parking Attendant
PCN	Penalty Charge Notice
RTA	RTA Associates Ltd.
RBC	Redditch Borough Council
SBC	Stevenage Borough Council
SPA	Special Parking Area
TRO	Traffic Regulation Order
WCC	Worcestershire County Council
WDC	Wychavon District Council



Appendices

Appendix A	Redditch Borough Council –Financial Model of Implementation, RTA Associates Ltd.
Appendix B	Wychevon District Council – Penalty Charge Notice Recovery process



Overview & Scrutiny

For additional copies of this report, or to find out more about Overview & Scrutiny at Redditch Borough Council please contact:

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**- 1 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH
GROUP RECOMMENDATIONS JULY 2009**

ITEM	GENERAL COMMENTS	ACTION
<p>Recommendation 1a – all communal areas in Council flats, that are not currently cleaned as part of the Council’s cleaning contract, be cleaned under the new cleaning contract, due to be renegotiated for 2010.</p>	<p>The Executive Committee did not approve this recommendation as it stands. Instead, the Executive Committee resolved that the Council undertake statutory consultation procedures with secure tenants and consultation with leaseholders to establish if support exists for the introduction of a service charge to pay for cleaning arrangements in communal areas in Council flats. In addition, consultation should also be extended to all tenants in sheltered housing complexes owned by the Council.</p>	<p>Officers to provide an update on how this consultation process is progressing. There is no expectation that consultation will have been completed or that the new contract will have been approved by this date. (See the final box below).</p>
<p>Recommendation 4 - that a capital bid be submitted to enable the flooring at the Three Storey flats in Batchley be stripped, cleaned and sealed to bring it up to a suitable standard.</p>	<p>The Executive Committee approved this recommendation. However, it was advised by Officers that this bid should be a revenue bid rather than a capital bid.</p>	<p>A revenue bid for this item was submitted in the Initial Estimates Report 2010/11 which was considered by the Executive Committee on 3rd February. A final decision about this item will be made during the full Council meeting on Monday 22nd February 2010.</p>
<p>Recommendation 5 – that lighting occupancy sensors be trialled in one block of the Three Storey Flats in Batchley to monitor the impact and benefit of this system to residents when entering and leaving the communal areas.</p>	<p>The Executive Committee approved this recommendation on the condition that it is funded from current budgets.</p>	<p>Relevant Officers to organise for this trial to be undertaken in one block of the Three Storey Flats.</p>

- 2 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP RECOMMENDATIONS JULY 2009

<p>Recommendation 6 – a trial use of wall mounted air fresheners be undertaken in one of the communal stairwells. If this trial is successful, these air fresheners be fitted to the Council flat communal areas prone to unpleasant odours.</p>	<p>The Executive Committee approved the trial of wall mounted air fresheners in one of the communal stairwells.</p>	<p>Relevant Officers to organise for this trial to be undertaken in one of the Council flat communal areas.</p>
<p>Recommendation 7 – correct no smoking signs be installed in all communal areas where none are currently situated.</p>	<p>The Executive Committee approved this recommendation.</p>	<p>Relevant Officers to organise for no smoking signs to be put up in communal areas where none currently exist.</p>
<p>Ongoing Monitoring arrangements</p>	<p>Monitoring the implementation of recommendations is a standard feature of the Overview and Scrutiny process.</p>	<p>Monitoring of the recommendations of this Task and Finish Group is scheduled to take place at a meeting of the Committee on 24th February 2010. Officers should report on the trials mentioned in Recommendations 5 and 6 and also inform Members about the progress of the consultation. Further monitoring of the implementation of the new cleaning contract will take place in March 2011.</p>

Council Flat Communal Cleaning Task and Finish Group – Stage One Monitoring

Relevant Officers have provided the following information regarding the implementation of some of the recommendations that were concluded by the Council Flat Communal Cleaning Task and Finish Group:

- 1) Decisions on what to do with the cleaning contract that expires on 10th June 2010 have been put on hold because of the WETT programme. Potentially it will be separated into three contracts comprising: Housing Communal Areas; Sheltered Accommodation; and public buildings.
- 2) A revenue bid to clean and reseal the flooring of the three storey flats has been approved and work is due to commence in April 2010.
- 3) Meter readings on the communal lighting electricity have been carried out at Abberton House and occupancy sensors will be installed in March 2010. If savings and safety levels are acceptable funding will be pursued to roll out the programme to all other blocks. Residents' feedback will be obtained during the weekly clinics.
- 4) An air freshener and security cage has been ordered and will be installed by RBC before the end of February. Feedback will be requested from the Anti-Social Behaviour (ASBO) staff based at Winyates.
- 5) No smoking stencils were trialled by Housing Capital. They were unsuitable for use on uneven surfaces. Rigid plastic signs are now being fitted.

Overview & Scrutiny Committee

No Direct Ward Relevance

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PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR ANDERSON, PORTFOLIO HOLDER FOR LEISURE AND TOURISM

The following questions have been suggested by members of the Overview and Scrutiny Committee. These questions will be posed to Councillor Anderson, Portfolio Holder for Leisure and Tourism, at the Overview and Scrutiny Committee meeting on Wednesday 24th February 2010.

- 1) **Can you guarantee that Redditch's Leisure Services will continue to be delivered in the 'Redditch way' and not in the 'Bromsgrove way'? (I.e. We won't be begging Wychavon District Council to run our Leisure Services).**
- 1) **When will Shopping, Investing and Giving (SIG) be full implemented?**
- 2) **What have you instigated to involve more people in the arts in Redditch?**
- 3) **What do you do in your capacity as Portfolio Holder with responsibility for education?**
- 4) **What are you doing to help remove the red flag on educational inequalities?**
- 5) **What are your views about the two tier as opposed to the three tier education system?**

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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.

Centre for Public Scrutiny – Annual Conference

The following information about the Centre for Public Scrutiny's (CfPS's) Annual Conference 2010 was obtained from the CfPS website: <http://www.tcp-events.co.uk/cfps2010/index.html> .

For further information about the event Members may wish to view the CfPS's website.

Sustaining outcomes in changing times

30th June - 1st July 2010, The Brewery, London

Take advantage of our earlybird discount and book before 31st March 2010

***Accountability works!
sustaining outcomes in changing times***

The theme for our 8th annual conference will be future accountability and transparency in public services. We will cover the important issues of the day: regaining public trust, tackling inequalities and addressing how to sustain outcomes from accountability in hard financial times. We will also debate how accountability can create opportunities for the public to shape the delivery of local services, for example, through the Total Place initiative.

CfPS 2010 is ideally timed to provide the perfect platform for the Government of the day to share their vision for accountability and transparency in public services with our delegates. Interactive sessions will examine how public accountability and transparency can bring added value to the delivery of local services at a time when public expectations of services are high, but trust in organisations and institutions is at an all time low and budgets are likely to be cut.

On Day 2, our officer development programme will explore issues around community engagement, as well as discuss the role of scrutiny in challenging organisational culture and the potential risks that scrutiny might be under from budget cuts. Our member development day will offer councillors and other non-executive members an opportunity to network and discuss current issues. Themes will include questioning and chairing skills, skills needed to evaluate evidence and the role of politics in the scrutiny process.

If you have any queries about the CfPS Annual Conference please contact the CfPS 2010 Conference Office on: Tel: 01323 637707 Fax: 01323 637777
Email: cfps2010@confpeople.co.uk

Programme

30 June

Day 1

- 08:45 - Registration and Refreshments
09:30
09:30 - Welcome and Introductions
09:40
09:40 - Keynote opening session - Accountability Works
10:00
10:00 - Accountability for people and places - what does this mean in practice?
10:15
10:15 - Table discussions - tables to discuss issues and come up with questions
10:50 for the 'Total Place, Total Scrutiny' panel
10:50 - Scrutiny Exchange Live & refreshments
11:35

Workshop 1 - Scrutiny in a cold climate: influencing tough choices about efficiency savings and shared services

Workshop 2 - Winning back public trust: contributing to local democratic renewal

- 11:35 - **Workshop 3 - National pledges, local outcomes: making the NHS Constitution a reality**
12:35

Workshop 4 - Citizen power: what enhanced public transparency means for formal accountability

Workshop 5 - Getting to the heart of the matter: tackling social inequalities

- 12:35 - Lunch
13:35
13:35 - Scrutiny - where professional evidence and public opinion collide?
14:00
14

Sustaining outcomes in changing times

30th June - 1st July 2010, The Brewery, London

Take advantage of our earlybird discount and book before 31st March 2010

Delegate Registration

To ensure that we account for all your requirements please complete all relevant parts of the form. Please note that a separate registration form must be completed for each attendee.

If you have a query with your booking please contact the CfPS 2010 Conference Office on Tel: 01323 637707, Fax: 01323 637777, Email: cfps2010@confpeople.co.uk

Delegate Fees

	Up to 31st March 2010		
	Full Rate	Reduced Rate	Supported Rate
Day 1	£269	£179	£143
Day 2	£252	£162	£126
Day 1 & Day 2	£476	£314	£269
Day 1, 2 & Dinner	£521	£359	£305
Dinner only	£60	£60	£60
	From 1st April 2010		
Day 1	£299	£199	£159
Day 2	£280	£180	£140
Day 1 & Day 2	£529	£349	£299
Day 1, 2 & Dinner	£579	£399	£349
Dinner only	£60	£60	£60

The above fees are exclusive of VAT at 17.5%

Full rate - Central Government departments & agencies, private sector

Reduced rate - Local authorities, other public sector organisations

Supported rate - Schools, voluntary organisations, trade unions, LINKs



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No Direct Ward Relevance

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16. 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 Local Strategic Partnership Task and Finish Group; and 3. Joint Worcestershire Hub Scrutiny. 	
	<p>REGULAR ITEM</p> <p>Oral update on the work of the Crime and Disorder Scrutiny Panel.</p>	
OTHER ITEMS - DATE FIXED		
24th February 2010	Centre for Public Scrutiny Annual Conference – Accountability Works! Sustaining Outcomes in Changing Times	Relevant Lead Head of Service
24th February 2010	Civil Parking Enforcement – Update Report	Relevant Lead Head of Service
24th February 2010	Consideration of the contents of the final Comprehensive Area Assessment and Redditch Borough Council's organisational assessment.	Relevant Lead Head of Service
24th February 2009	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage One	Relevant Lead Head of Service

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24th February 2010	Portfolio Holder for Leisure and Tourism – Annual Report	
24th February 2010	Questions for the Portfolio Holder for Community Safety Annual Report	Relevant Lead Head of Service
24th February 2010	Overview and Scrutiny Work Programme Planning Event – Organising Items for the Event	Relevant Lead Head of Service
17th March 2010	Bus Pass Scheme – County Provision - Report	Relevant Lead Head of Service
17th March 2010	Business Centre Review – Pre-Scrutiny	Relevant Lead Head(s) of Service
17th March 2010	Portfolio Holder for Community Safety – Annual Report	Relevant Lead Head of Service
17th March 2010	Quarterly Budget Report – Third Quarter 2009/10.	Relevant Lead Head of Service
17th March 2010	Quarterly Performance Report – Third Quarter 2009/10.	Relevant Lead Head of Service
17th March 2010	Questions for the Portfolio Holder for Community Leadership and Partnership Annual Report	
17th March 2010	Update on fly tipping and the Progress of the 'Worth It' Campaign.	Relevant Lead Head of Service

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7th April 2010	Overview and Scrutiny Annual Report – Finalising Content	Relevant Lead Head of Service
7th April 2010	Portfolio Holder for Community Leadership and Partnership – Annual Report	
7th April 2010	Scrutiny Recommendations – Monitoring Report	Relevant Lead Head of Service
7th April 2010	Sub-Regional Choice Based Lettings Scheme – Pre-Scrutiny	Relevant Lead Head of Service
7th April 2010	Work Programme Planning Event – consideration of items to be addressed during the event	Relevant Lead Head of Service
28th April 2010	Fees and Charges Task and Finish Group – Update on Implementation of the Charging Policy	Relevant Lead Head of Service
28th April 2010	Gender Equalities – Update Report	Relevant Lead Head of Service
28th April 2010	Youth Employment at Redditch Borough Council - Report	Relevant Lead Head of Service
23rd June 2010	Performance Outturn Report	Relevant Lead Head of Service
14th July 2010	Disabled Facilities Grants and the Lifetime Grant – scrutiny of the Countywide Scheme	Relevant Lead Head of Service

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19th August 2010	Neighbourhood Groups Task and Finish Group – Monitoring Report	Relevant Lead Head of Service
19th August 2010	Review of Ditches – Update Report	Relevant Lead Head of Service
15th September 2010	Quarterly Performance Monitoring Report – First Quarter	Relevant Lead Head of Service
8th December 2010	Quarterly Performance Monitoring Report – Second Quarter	Relevant Lead Head of Service
19th January 2011	National Angling Museum Task and Finish Group – Update on Actions	Relevant Lead Head of Service
19th January 2011	Local Strategic Partnership – Final Report	Relevant Lead Head of Service
2nd March 2011	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.	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		
	Civil Parking Enforcement – Monitoring Report	Relevant Lead Head of Service

Overview and Scrutiny

Committee

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	Church Green Improvements Report – Pre-Scrutiny	Relevant Lead Head of Service
	Dial-a-Ride Task and Finish Review – Final Report	Relevant Lead Head of Service
	Local Area Agreement Review – Consideration of Scoping Document.	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Private Sector Home Support Service – Pre-Scrutiny	Relevant Lead Head of Service