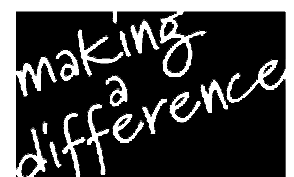


# Overview and Scrutiny Committee

Wednesday, 17th March,  
2010  
2010  
7.00 pm

Committee Room Two  
Town Hall  
Redditch



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

# Access to Information - Your Rights

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

Your main rights are set out below:-

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

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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact  
Jess Bayley and Joseph Divala  
Overview and Scrutiny Support Officers**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH  
Tel: 01527 64252 (Ext. 3268 / 3267) Fax: (01527) 65216  
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Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **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

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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

17th March 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

<b>1. Apologies and named substitutes</b>	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.
<b>2. Declarations of interest and of Party Whip</b>	To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.
<b>3. Minutes</b> (Pages 1 - 24)	To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.  (Minutes attached)
<b>4. Actions List</b> (Pages 25 - 28)	To note the contents of the Overview and Scrutiny Actions List.  (Report attached)  <b>(No Specific Ward Relevance)</b>
<b>5. Call-in and Pre-Scrutiny</b>	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).

# Overview and Scrutiny

Committee

17th March 2010

<p><b>6. Task &amp; Finish Reviews - Draft Scoping Documents</b></p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p>
<p><b>7. Task and Finish Groups - Progress Reports</b></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"><li>1. Local Strategic Partnership – Chair, Councillor W Norton; and</li><li>2. Joint Worcestershire Hub – Redditch representative, Councillor R King.</li></ol> <p>(Oral reports)</p> <p><b>All Wards</b></p>
<p><b>8. Crime and Disorder Scrutiny Panel - Chair's Update</b></p>	<p>To receive a report from the Chair of the Crime and Disorder Scrutiny Panel on the work of the Panel.</p> <p>(Report to follow).</p> <p><b>(No specific ward relevance)</b></p>
<p><b>9. Bus Pass Scheme - County Provision</b></p> <p>(Pages 29 - 32)</p> <p>Head of Community Services</p>	<p>To consider details regarding the Bus Pass Scheme for the County.</p> <p>(Report attached).</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>10. Council Flat Communal Cleaning - Consultation report</b></p> <p>(Pages 33 - 46)</p>	<p>To receive a report on the outcomes of the Council's consultation with tenants over communal cleaning arrangements.</p> <p>(Reports attached).</p> <p><b>(No specific ward relevance)</b></p>

# Overview and Scrutiny

Committee

17th March 2010

<p><b>11. Quarterly Budget Report - Third Quarter 2009/10</b></p> <p>(Pages 47 - 66)</p> <p>Head of Resources</p>	<p>To consider an overview of the budget, including the achievement of approved savings as at the end of the third quarter 2009/10.</p> <p>(Report attached)</p> <p><b>(No Direct Ward Relevance)</b></p>
<p><b>12. Quarterly Performance Report - Third Quarter 2009/10</b></p> <p>(Pages 67 - 78)</p> <p>Head of Community Services</p>	<p>To consider a report which provides Members with an opportunity to review the Council's performance for quarter 3 of the 2009/10 financial year and to comment upon it.</p> <p>(Report attached)</p> <p><b>(No Direct Ward Relevance)</b></p>
<p><b>13. Update on Fly Tipping and the Progress of the "Worth It" Campaign</b></p> <p>(Pages 79 - 92)</p> <p>Head of Environmental Services</p>	<p>To consider an update on Fly Tipping and the Progress of the "Worth It" Campaign.</p> <p>(Report to follow)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>14. Portfolio Holder for Community Safety - Annual Report</b></p> <p>(Pages 93 - 96)</p>	<p>To consider the Annual Report from the Portfolio Holder for Community Safety.</p> <p>(Report attached)</p> <p><b>All Wards</b></p>
<p><b>15. Questions for the Portfolio Holder for Community Leadership and Partnership</b></p>	<p>To propose questions for the Portfolio Holder for Community Leadership and Partnership, Councillor Carole Gandy, to address in her Annual Report</p> <p>(Oral Report)</p> <p><b>All Wards</b></p>
<p><b>16. Centre for Public Scrutiny - Good Scrutiny Awards</b></p> <p>Head of Legal, Equalities and Democratic Services</p>	<p>To consider the draft submission for the Centre for Public Scrutiny Good Scrutiny Awards</p> <p>(Report to follow)</p> <p><b>(No Specific Ward Relevance)</b></p>

# Overview and Scrutiny

Committee

17th March 2010

<b>17. Referrals</b>	<p>To consider any referrals to the Overview &amp; Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none"><li>• The Executive Committee or full Council</li><li>• Other sources.</li></ul> <p>(No separate report).</p>
<b>18. Work Programme</b> (Pages 97 - 102)	<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"><li>• The Forward Plan / Committee agendas</li><li>• External publications</li><li>• Other sources.</li></ul> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<b>19. Exclusion of the Press and Public</b>	<p>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:</p> <p>"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".</p>





# Overview and Scrutiny Committee

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3rd February 2010

## MINUTES

### Present:

Councillor Phil Mould (Chair), and Councillors K Banks, G Chance, R King, J Pearce, D Thomas and B Quinney (substituting for Councillor Smith)

### Also Present:

M Collins (Vice-Chair, Standards Committee)

### Officers:

R Cooke, S Morgan and J Staniland

### Committee Services Officer:

J Bayley and I Westmore

### 157. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Norton, Taylor and Smith. Councillor Quinney attended as a substitute for Councillor Smith.

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

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

### 159. ACTIONS LIST

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

- a) Action 1 - Shared Services process

It was agreed that, as the shared services process was well-established and nothing had reported to the Committee to date, this item be removed from the list.

.....  
Chair

# Overview and Scrutiny Committee

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3rd February 2010

b) Action 2 – Medium Term Financial Plan

It was agreed that the Committee send a letter to the relevant Officer requesting that this matter be addressed.

c) Action 4 – Disabled Facilities Grant

Officers informed the Committee that the West Midlands Kickstart Partnership had been launched to deal with the matter. It was agreed that the Committee monitor the implementation of the scheme in 6-9 months time.

d) Action 7 – Single Equalities Scheme

It was confirmed that the Committee would scrutinise the Single Equalities Scheme. As a first step it was proposed that the Head of Strategy and Partnerships provide a presentation on gender equality. The Chair also requested that the Committee investigate why there was an apparent lack of younger people employed by the Council.

e) Action 10 - Council Flat Communal Cleaning Task and Finish Group

Officers reported that the revenue bid had now been approved by the Council.

f) Action 12 – Comprehensive Area Assessment

It was reported that this would be considered at the next meeting of the Committee.

**RESOLVED that**

**the Actions List be noted.**

**160. MINUTES**

**RESOLVED that**

**The minutes of the meeting held on 16th December 2009 be confirmed as a correct record and signed by the Chair.**

# Overview and Scrutiny Committee

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3rd February 2010

## 161. CALL-IN AND PRE-SCRUTINY

Officers noted that the Joint Flooding ask and Finish Group item was not expected to go to Executive Committee until August 2010 because of staff absences.

Councillor Banks expressed a wish for the Committee to receive additional information on the Private Sector Home Support Service which was not scheduled to go a specific meeting of the Executive Committee at present.

## 162. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no scoping documents for the Committee to review.

## 163. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews:

### a) Dial-A-Ride – Chair, Councillor R King

Councillor King provided an update on the attempts to convene a meeting of this Group.

(During the consideration of this item, Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to move to exclude the press and public prior to any further debate on the grounds that information would be revealed in respect of contemplated consultations or negotiations in connection with labour relations matters arising between the authority and employees of the authority.)

### b) Local Strategic Partnership – Chair, Councillor W Norton

It was reported that the first meeting had considered the scoping document for the review and that a further meeting was scheduled for 17th February. Councillor Thomas noted that the Partnership had become a more effective body of late and had raised its profile, in part through a week long event in the Kingfisher Centre. The reporting mechanisms between the Partnership and the Council were an area that Members considered might be pertinent to review.

# **Overview and Scrutiny Committee**

3rd February 2010

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**RESOLVED that**

- 1) **continuation of the Dial-A-Ride Task and Finish Group Review be deferred until after the Annual Meeting in May 2010; and**
- 2) **the progress reports be noted.**

**164. JOINT WORCESTERSHIRE HUB TASK AND FINISH REVIEW - PROGRESS REPORT**

The notes of the first meeting of the Task and Finish Group were tabled. Councillor Robin King reported that, unfortunately, he had not been able to attend but he stressed his commitment to represent the Council in a robust manner. Councillor Thomas noted that she had received reports from local carers that they had experienced difficulty in getting through to the Carers' Unit and requested that these problems be followed up.

**RESOLVED that**

**the progress report be noted.**

**165. ARROW VALLEY COUNTRYSIDE CENTRE - PRE-SCRUTINY**

Officers introduced a report that was to be submitted to the Executive Committee regarding the options for the future management of the Arrow Valley Countryside Centre.

(During the consideration of this item, Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to move to exclude the press and public prior to any debate on the grounds that information would be revealed in respect of contemplated consultations or negotiations in connection with labour relations matters arising between the authority and employees of the authority.)

**166. INITIAL ESTIMATES 2010/11**

The report setting out the initial estimates for 2010/11 was received by the Committee. Officers apologised for the late circulation of the report, necessitated by the delay in receiving information from the Government on the application for a capitalisation direction in connection with the creation of the single management team. It was reported that the Executive Committee was being asked to recommend a balanced budget for 2010/11 but that savings would be required for the following two years.

# Overview and Scrutiny Committee

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3rd February 2010

Officers explained that the capitalisation would be funded through the use of capital receipts. A number of capital assets, such as Council houses and various pieces of land were to be used to fund the capitalisation and Officers undertook to provide Councillor Chance with further information on the capital assets involved. It was unclear whether all the required capital receipts were held by the Council at the present time. The implication of not pursuing this course of action, with an impact on the proposed revenue spending for 2010/11 was highlighted to Members.

**RESOLVED that**

**the report be noted.**

## **167. HOUSING REVENUE ACCOUNTS INITIAL ESTIMATES 2010/11**

The Committee received the Initial Estimates for the Housing Revenue Account for 2010/11. It was noted that the Executive Committee was being requested to recommend that funding be agreed for the cleaning and maintenance of the flooring at the Three Storey Flats. This was in response to a recommendation from a Task and Finish Group Report.

Officers informed the Committee that a 2.6% rent increase was being proposed. Members were interested to understand how close the Council was to convergence in respect of registered social landlord and council housing rents given that the date for rent convergence had been reinstated to 2012/13. Officers undertook to provide this information to the Committee following the meeting.

**RESOLVED that**

**the report be noted.**

## **168. SCRUTINY WORK PROGRAMME PLANNING EVENT**

The Chair of the Committee informed the meeting of the necessity to organise a Scrutiny Work Programme planning event in May or June of this year, following the appointment of the new Overview and Scrutiny Committee members for 2010/11.

Members discussed the present shortfall in staffing for the Overview and Scrutiny function. It was noted that measures were being taken to deal with the current situation and it was hoped to fill the existing vacancy before the end of the month.

# **Overview and Scrutiny Committee**

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3rd February 2010

**RESOLVED that**

**the update be noted.**

**169. CRIME AND DISORDER SCRUTINY PANEL - UPDATE**

The Overview and Scrutiny Support Officer informed Members that a training session was to be held on 8th February and that dates for future meetings of the Panel would be established in due course.

It was noted that the Panel would be making recommendations directly to the Crime and Disorder Reduction Partnership and, thus, the position of Chair of the Panel was of some importance.

**RESOLVED that**

**the update be noted.**

**170. GOOD SCRUTINY AWARDS 2010**

Members considered information from the Centre for Public Scrutiny on the forthcoming annual conference Good Scrutiny Awards 2010.

The Chair proposed that the Neighbourhood Groups Task and Finish Group report be submitted as a candidate for an award within the Community Influence category. It was noted that endorsements were required from individuals outside of the Scrutiny process. It was proposed that such endorsements of the review be sought from the Leader of the Council, the Chief Executive and Inspector Ian Joseph of West Mercia Police.

**RESOLVED that**

- 1) Officers submit the report of the Neighbourhood Groups Task and Finish Group to be a candidate for an award within the Community Influence category at the forthcoming Good Scrutiny Awards; and**
- 2) endorsements for the review be sought from the individuals listed in the preamble above.**

# Overview and Scrutiny Committee

3rd February 2010

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## 171. QUESTIONS FOR THE PORTFOLIO HOLDER FOR LEISURE AND TOURISM

Members considered the questions to be put to the Portfolio Holder for Leisure and Tourism at the meeting of the Committee on 24th February. The following were agreed:

- 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).
- 2) When will Shopping, Investing and Giving (SIG) be fully implemented?
- 3) What have you instigated to involve more people in the arts in Redditch?
- 4) What do you do in your capacity as Portfolio Holder with responsibility for education?
- 5) What are you doing to help remove the red flag on educational inequalities?
- 6) What are your views about the two tier as opposed to the three tier education system?

### **RESOLVED that**

**the above questions be put to the Portfolio Holder for Leisure and Tourism.**

## 172. REFERRALS

There were no referrals.

## 173. WORK PROGRAMME

The Overview and Scrutiny Support Officer informed the Committee that a review of how other authorities dealt with the implementation of Scrutiny recommendations had identified the option of introducing measures such as periodic monitoring to ensure compliance. Members agreed that there should be quarterly monitoring reports on progress with regard to implementing approved scrutiny recommendations.

# **Overview and Scrutiny Committee**

3rd February 2010

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It was noted that the Review of Ditches – Update Report scheduled for later in the month needed to be deferred to a meeting in August as a result of the enforced absence of a key Officer.

The Chair understood that Worcestershire County Council were considering operating the Older Persons' bus pass scheme countywide. He suggested that this might be subject to scrutiny. It was agreed that a report be sought on the matter.

**RESOLVED that**

- 1) **the Work Programme be noted; and**
- 2) **the amendments and additions listed in the preamble above be incorporated into the current Programme.**

**174. EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED that**

**under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matters on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 and 4 of Part 1 of Schedule 12 (A) of the said Act, as amended.**

**Task and Finish Groups – Progress Reports [as detailed at Minute 163 above]; and**

**Arrow Valley Countryside Centre – Review of Alternative Management Arrangements [as detailed at Minute 165 above];**

The Meeting commenced at 7.00pm  
and closed at 8.55pm

.....  
Chair



By virtue of paragraph(s) 4 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted





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# Overview and Scrutiny

## Committee

24th February 2010

### MINUTES

#### Present:

Councillor Phil Mould (Chair), and Councillors K Banks, G Chance, R King, W Norton, J Pearce, D Taylor and P Anderson

#### Also Present:

Councillor P Anderson (Portfolio Holder for Leisure and Tourism)

#### Officers:

H Bennett, J Godwin, A Heighway, C Hemming and P Liddington, K Griffin (Wychavon District Council)

#### Committee Officers:

J Bayley, J Divala, S Skinner, D Sunman

#### 175. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Smith and Thomas.

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

There were no declarations of interest or any party whip.

#### 177. MINUTES

Members received an apology that the minutes for the meeting of the Overview and Scrutiny Committee held on 3rd February 2010 were not available. The Chair requested that the minutes for the meetings on 3rd and 24th February be available for the next meeting.

#### 178. ACTIONS LIST

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

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Chair

# Overview and Scrutiny Committee

24th February 2010

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a) Medium Term Financial Plans – Best Practice

It was reported that a letter had been sent to the Audit Commission requesting a best practice example of a Medium Term Financial Plan (MTFP). To date no reply had been received.

b) Gender Equalities and Youth Employment

Members agreed that the members of the Executive Committee should be invited to attend the meeting of the Overview and Scrutiny Committee on 28th April 2010 when presentations on the Gender Equalities Scheme and Youth Employment in Redditch would be delivered by Officers.

c) Capitalisation Direction of the Single Management Team

It was reported that the information regarding the Capitalisation Direction of the Single Management Team had been circulated for Members' consideration by e-mail.

d) Convergence between Council and RSL property rents

It was reported that work was ongoing to provide the information requested by Members regarding the convergence between Council and RSL rents.

**RESOLVED that**

**the reports be noted.**

**179. CALL-IN AND PRE-SCRUTINY**

There were no call-ins.

**RESOLVED that**

**the report be noted.**

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

There were no scoping documents for the Committee to review.

# Overview and Scrutiny Committee

24th February 2010

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## 181. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews:

a) Local Strategic Partnership (LSP)

The Overview and Scrutiny Support Officer reported that arrangements had been made to interview representatives of the Redditch Partnership and that the next meeting of the Task and Finish Group had been scheduled for 10th March 2010.

b) Joint Worcestershire Hub Review

Visits to Hub Centres across the County had been arranged. The next Task Group meetings would take place on 24th March and 14th April. All Chief Executives had been contacted to seek their views. Detailed performance information for the Hub would be obtained.

**RESOLVED that**

**the report be noted.**

## 182. CRIME AND DISORDER SCRUTINY PANEL - CHAIR' S UPDATE

Councillor Chance reported that an initial training session had taken place and that further meetings had been arranged. He reported that at the meeting on 8th February discussions had taken place regarding the appointment of a Vice Chair for the Panel.

**RECOMMENDED that**

**Councillor J Pearce be appointed as Vice Chair of the Crime and Disorder Scrutiny Panel.**

## 183. CIVIL PARKING ENFORCEMENT - UPDATE REPORT

The Committee received a report on the implementation of Civil Parking Enforcement, which had commenced on 31st March 2009.

Officers reported that during the first two weeks of operation no formal Penalty Charge Notices (PCNs) had been issued. However, 'warning notices' had been issued to drivers who had contravened

# Overview and Scrutiny Committee

24th February 2010

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Traffic Regulation Orders (TROs) thus providing them with additional information which supplemented warnings in public and press notices.

Members were informed that the formal partnership arrangement whereby Wychavon District Council operates CPE on behalf of Redditch Borough Council had worked well. Four Civil Enforcement Officers (CEOs) had been employed to patrol areas in Redditch subject to TROs. Enforcement could only be undertaken in locations where a TRO was in place and did not include other traffic offences (e.g. causing an obstruction by parking in front of a vehicular crossing) which could only be dealt with by the Police.

A small number of initial concerns had been raised including:

- a) parking in locations where previously no enforcement action had taken place;
- b) on a small number of occasions verbal abuse of Civil Enforcement Officers (CEOs); and
- c) the TRO in the Town Centre pedestrian area did not allow CEOs to take enforcement action with regard to unauthorised parking.

Officers reported that solutions to these concerns had been or were in the process of being identified and implemented.

Members outlined concerns raised by residents regarding the introduction of CPE and also the need for an increased number of Residents' Parking Schemes (RPS). Officers reported that a number of new requests for RPS had been received by Worcestershire County Council (WCC) and were being considered. Any requests by residents for new RPS in the future would need to be made through their County Councillor who would pass the request to Worcestershire County Council's Traffic Management Team.

Members were informed that following discussions with Worcestershire County Council the cost of Residents Parking Permits would be increased to £10 from 1st April 2010, a reduction from the £30 initially recommended by the County Council.

Officers were asked to provide the following information to Members:

# Overview and Scrutiny Committee

24th February 2010

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- i) a plan showing the CEOs patrol areas;
- ii) information regarding outstanding Penalty Charge Notices (PCNs) and the cost of recovery; and
- iii) a breakdown of the number of PCNs issued and the areas affected.

Members agreed that this information should continue to be provided for the consideration of the Overview and Scrutiny Committee during annual monitoring reports on the subject of the Civil Parking Enforcement Scheme.

Officers were also asked to arrange a guided tour of the civil parking scheme in Central Ward for the Borough and County Councillors of the Ward.

## **RESOLVED that**

- 1) the Overview and Scrutiny Committee receive annual reports on the implementation of the Civil Parking Enforcement Scheme; and**
- 2) the report be noted.**

## **184. COMPREHENSIVE AREA ASSESSMENT**

Members received a report about the Comprehensive Area Assessment (CAA), a new way of assessing local public services in England. The Committee was informed that CAA examined how well Councils and other public bodies, working together, met the needs of the people they served. For the first time a joint assessment of what it was like to live in an area had been produced. This was called One Place.

The Head of Community Services reported that One Place provided an organisational assessment of Redditch Borough Council together with an Area Assessment of the whole of Worcestershire.

The organisational assessment for Redditch Borough Council found that it performed adequately overall with priorities focused on issues that mattered to local people. However, there were service areas where improvements should be made.

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The Area Assessment for Worcestershire had been given a 'red flag' for the differences in quality of life in Redditch, mainly in health and education.

The Head of Community Services reported that plans were in place to address these inequalities through:

- a) Redditch Partnership raising the profile of the inequalities issue;
- b) Head Teachers and representatives of the Redditch Partnership working together to prepare an Action Plan that would address inequalities in education;
- c) Health Group meetings;
- d) Teenage Pregnancy Group meetings; and
- e) Scrutiny of the Local Strategic Partnership.

**RESOLVED that**

**the report be noted.**

**185. COUNCIL FLAT COMMUNAL CLEANING - FIRST STAGE MONITORING REPORT**

The Committee received an update on progress in implementing some of the recommendations of the Council Flat Communal Cleaning Task and Finish Group as follows:

- a) Decisions on what to do with the cleaning contract that would expire on 10th June 2010 had been put on hold because of the WETT programme. Potentially it would be separated into three contracts for Housing Communal Areas; Sheltered Accommodation; and public buildings.
- b) A revenue bid to clean and reseal the flooring of the three storey flats had been approved and work would commence in April 2010.
- c) Electric Meter readings on the communal lighting had been carried out at Abberton House and occupancy sensors would be installed in March 2010. If savings and safety levels prove acceptable funding would be pursued to roll out the



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programme to all other blocks. Residents' feedback would be obtained during weekly clinics.

- d) An air freshener and security cage has been ordered and would be installed by the Council before the end of February. Feedback would be requested from the Anti-Social Behaviour (ASBO) staff based at Winyates.
- e) No smoking stencils had been trialled by the Housing Capital team. They had been found to be unsuitable for use on uneven surfaces. Rigid plastic signs were now to be fitted.

Officers were asked to provide an update on progress with regards to the consultation which was to be carried out regarding changes to the cleaning contract.

## **RESOLVED that**

- 1) **Officers to provide further clarification about the progress with the consultation process; and**
- 2) **the report be noted.**

## **186. PORTFOLIO HOLDER FOR LEISURE AND TOURISM, COUNCILLOR P ANDERSON - ANNUAL REPORT**

The Chair welcomed Councillor Anderson, the Portfolio Holder for Leisure and Tourism to the meeting. Councillor Anderson presented his report in accordance with the questions set by the Committee.

- a) 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).

He reported that some leisure services, particularly sports facilities, had been affected by the recession with fewer people attending and income being reduced. However, the Council had continued to work with clubs, e.g. the swimming club at Hewell Road Pool, which had been successful at County level.

The Council had attracted funding from the British Cycling Federation, which together with Section 106 monies had

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been used to provide one of the best BMX facilities in the country.

In respect of Community Centres he reported that three continued to be operated by the Council, three had new uses and three were now managed by other operators. Meanwhile, discussions were ongoing with NEW College regarding the REDI Centre.

Plans for changes at the Arrow Valley Countryside Centre had received all party support. The Head of Leisure and Culture informed Members that work on proposals for the future of the Centre, including the types of activities which could be provided from the site, was ongoing. Further reports would be made to the Executive Committee for their approval.

Visitor numbers at the Forge Mill Museum had fallen during the year because of the inclement weather.

A new operator had become responsible for Pitcheroak Golf Club in the summer of 2009. Their first year had been challenging because of bad weather but improvements were expected in 2010.

b) When will Shopping, Investing and Giving (SIG) be fully implemented?

Councillor Anderson reported that SIG would be fully implemented during the next financial year. Funding had been obtained to employ a Grants Officer for one year who would work with the Third Sector to help them shop for, or procure, services.

c) What have you instigated to involve more people in the arts in Redditch?

The Palace Theatre attracted middle aged and elderly audiences except for community based performances. It was felt that more young people needed to be attracted to performances to ensure continued use in the future. The Head of Leisure and Culture reported that Worcestershire County Council was consulting on a draft Arts Strategy for the County. He said that this would include an Action Plan for Redditch.

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- d) What do you do in your capacity as Portfolio Holder with responsibility for education?

Sure Start had been successful in Redditch but was an education service controlled by central government and Worcestershire County Council.

- e) What are you doing to help remove the red flag on educational inequalities?

The Head of Community Services informed Members that this subject would be dealt with more fully in the item covering the Comprehensive Area Assessment.

- f) What are your views about the two-tier, as opposed to the three-tier, education system?

Councillor Anderson said that he felt that both systems showed some merit. However, statistically he felt that it was very difficult to prove which system was better.

## **RESOLVED that**

### **the report be noted.**

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public during the debate on the grounds that information would be revealed relating to the financial or business affairs of any person including the authority holding that information and contemplated consultations or negotiations in connection with a labour relations matter between the authority and employees of the authority.)

(There is nothing exempt, however, in this record of proceedings.)

## **187. QUESTIONS FOR THE PORTFOLIO HOLDER FOR COMMUNITY SAFETY**

Members were asked to suggest questions to be put to the Portfolio Holder for Community Safety at the next meeting of the Overview and Scrutiny Committee. The following suggestions were made:

- 1) Why has the Community Safety Advisory Panel not met this year?

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- 2) What do you view as being the remit of this Panel as opposed to the remit of the new Crime and Disorder Scrutiny Panel?
- 3) What evidence supports the assessment that fire coverage in Redditch has not been adversely affected by the reduction in manpower?
- 4) Which projects that have been delivered do you think have had the greatest impact on Community Safety in the Borough and why?
- 5) Are there any plans to extend CCTV coverage in the Borough?

## **188. CENTRE FOR PUBLIC SCRUTINY - ANNUAL CONFERENCE**

The Overview and Scrutiny Support Officer informed Members that the Centre for Public Scrutiny's Annual Conference would take place on 30th June to 1st July 2010 in London. Members were invited to express their interest in attending the conference.

### **RESOLVED that**

- 1) **Officers circulate the invitation to attend the conference to all Members; and**
- 2) **Officers note Councillor R King's request to attend the conference.**

## **189. REFERRALS**

There were no referrals.

## **190. WORK PROGRAMME**

The Overview and Scrutiny Support Officer reported that pre-scrutiny of the Business Centre Review had been postponed to the meeting of the Committee on 7th April 2010.

No dates had been identified for the pre-scrutiny of reports on the subjects of: Church Green Improvements; and the Private Sector Home Support Service. This was because no date had been

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identified for these reports to be delivered for the consideration of the Executive Committee.

**RESOLVED that**

**the report be noted.**

**191. EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED that**

**under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matters on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 and 4 of Part 1 of Schedule 12 (A) of the said Act, as amended.**

**Portfolio Holder for Leisure and Tourism – Annual Report [as detailed in Minute 186 above.]**

The Meeting commenced at 7pm  
and closed at 9.30pm

.....  
Chair



**Actions requested by the Overview and Scrutiny Committee**

<b>Date Action Requested</b>	<b>Action to be Taken</b>	<b>Response</b>
14th October 2009  <b>1</b>	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  <b>2</b>	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  <b>3</b>	Members requested further information regarding the convergence between Council rents and RSL rents, in particular the differences between these rents at the present time.	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.
24th February 2010  <b>4</b>	Members noted that the reports on the subject of the Gender Equalities Scheme and youth employment at Redditch Borough Council, due to be considered at a meeting of the Committee on 28/04/10, might be of interest to the members of the Executive Committee.	Officers to invite the members of the Executive Committee to attend the meeting of the Overview and Scrutiny Committee on 28/04/10. – Members of the Executive have been invited by email to attend this meeting. DONE.

<p>24th February 2010</p> <p><b>5</b></p>	<p>Members discussed the civil parking enforcement scheme and requested the following actions:</p> <ol style="list-style-type: none"> <li>1) Officers were asked to circulate for members' consideration a plan outlining the wardens' patrol areas;</li> <li>2) Officers were asked to provide further information about the amount of money owed through unpaid Penalty Charge Notices and how much this would cost to recover;</li> <li>3) Officers were asked to provide further information about the number of Penalty Charge Notices issued and the areas affected;</li> <li>4) Members agreed that the Committee should receive annual update reports on the implementation of the Civil Parking Scheme; and</li> <li>5) Officers were asked to arrange and to accompany the Borough and County Councillors for the Central ward on a tour of the areas where the civil parking scheme was in operation.</li> </ol>	<p>This action remains to be completed. TO BE DONE, Lead Officer GIS/Design Officer.</p> <p>This action remains to be completed. TO BE DONE, Lead Officer GIS/Design Officer.</p> <p>This action remains to be completed. TO BE DONE. Lead Officer, GIS/Design Officer.</p> <p>The Committee's Work Programme has been altered accordingly. DONE.</p> <p>This action remains to be completed. TO BE DONE. Lead Officer GIS/Design Officer.</p>
<p>24th February 2010</p> <p><b>6</b></p>	<p>Members requested further information regarding progress with the implementation of the consultation process for changes to the cleaning contract for Council properties.</p>	<p>An update on this item is scheduled for consideration during the meeting of the Committee on 17/03/10. WILL BE DONE DURING THIS MEETING.</p>



<p>24th February 2010</p> <p>7</p>	<p>Members discussed the Centre For Public Scrutiny's Conference which was due to take place in June/July 2010. Members requested the following actions:</p> <ol style="list-style-type: none"> <li>1) Officers to re-circulate information about the conference for members' consideration; and</li> <li>2) Officers to book a place for Councillor R King to attend the conference.</li> </ol>	<p>The conference details were circulated for members' consideration by email on 26/02/10. DONE.</p> <p>Subject to Councillor R King's availability, Officers are working to book a place to secure his attendance at the conference. WILL BE DONE SOON.</p>
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### **Concessionary Fares Briefing Note – 29 January 2010**

The Pre-Budget Report in December included a package of reforms to concessionary bus travel in England, including proposed changes to responsibilities for administering the concession and plans to re-establish the link between the age of eligibility for free England-wide local bus travel and the state pension age as part of a wider package of changes to increase the age at which pensioner benefits can be received in line with pension age changes.

#### **1. Future Administration of the Scheme**

With effect from 1<sup>st</sup> April 2001 responsibility for administering the scheme will be transferred to County Councils. An order under section 9 of the Concessionary Bus Travel Act 2007 will be presented to Parliament for scrutiny in due course.

The Department for Communities and Local Government will consult in 2010 on how the financial implications of the change will be taken forward as part of the next three year local government finance settlement.

#### **2. Age of Eligibility**

There are plans to change the age of eligibility for concessionary bus travel in line with the changes that are being made to the state pension age from April 2010. This means tying the age of eligibility for the bus pass to the pensionable age for women. Men will continue to become eligible for a concessionary bus pass when they reach the pensionable age of a woman born on the same day. By 2020 the age of eligibility will be equalised at 65 for men and women.

The changes to the age of eligibility will not impact on anyone already in possession of a bus pass. The changes will only affect those due to turn 60 on or after 6 April 2010 and will bring eligibility for the national bus concession into line with changes to other entitlements that have already been announced by the Department for Work and Pensions, such as the change in the age of eligibility for the Winter Fuel Allowance.

#### **3. Funding**

Consultation was carried out on the special grant funding for 2010/11 and has resulted in some changes to the distribution of the total grant. However, the grant for Redditch for 2010/11 remains unchanged at £239,400.

From April 2011 non-metropolitan district councils will no longer receive funding for concessionary travel and instead the funding will be

directed to county councils, unitary authorities, metropolitan districts and the 33 Travel Concession Authorities in London.

The majority of funding for concessionary travel is currently provided to local authorities via the formula grant settlement. The Department for Communities and Local Government (CLG) will carry out consultation, which is planned for July 2010, on the next three year local government finance settlement. This will look at how the totality of funding for concessionary travel is distributed and consider the funding implications of the administrative changes. In order to inform this consultation, CLG's Settlement Working Group, which comprises of representatives from local authority bodies, will examine the issues in detail over the coming months.

N.B. The funding is to provide the statutory scheme for England and any discretionary enhancements are funded from the local authority's own resources.

#### **4. Discretionary enhancements**

The current Worcestershire Scheme includes some enhancements to the statutory England concessionary bus travel scheme:

- Free pre-9.30 a.m. travel on journeys starting within Worcestershire. - In 2008/09 this applied to all Worcestershire passes but from 1 April 2009 Worcester City and Wyre Forest removed this concession from their pass holders. It now only applies in the four other districts.
- Companion passes
- Reimbursement of community transport schemes.

The County Council have indicated that they intend to operate only the statutory concessionary bus travel scheme plus companion passes. The scheme will only reimburse registered local bus services – not Community Transport schemes such as Dial-a-Ride.

District Councils are able to instigate additional enhancements which would be administered by the County Council, but will have to fund these concessions from their own resources.

#### **5. The Worcestershire Scheme**

The Scheme must be reissued every year, and the first draft must be provided to Operators for consultation by 1<sup>st</sup> December, with the final version being published by the following March.

- a) WCC have asked the Districts to tell them of any discretionary enhancements that they require to be included – to be paid for by the Districts.

It should be noted that in 2009/10 Worcester City Council and Wyre Forest District Council removed the pre-9.30a.m. enhancement. This caused a considerable amount of confusion for both bus drivers and pass holders. It also had unintended consequences such as causing difficulties for children travelling from outside Worcester to a special school to start at 9a.m.

The discretionary enhancement would only apply to journeys starting within the district council's own boundaries unless it reached a reciprocal agreement with other districts.

We do not currently have any data on the cost of pre-9.30a.m. travel.

- b) WCC have also raised the issue of branding of the passes. These currently carry the logos of the District Council, the Worcestershire Hub and Worcestershire County Council (headed "supported by"). Districts are asked to comment on whether they should only carry the WCC logo or whether the Districts logos should be included.

If RBC were to fund additional concessions that only applied to residents of the Borough, then it is likely that it would be necessary to include the RBC logo.

## **6. Proposed Data Provision Requirements**

The consultation on the special grant funding also included a proposal to introduce data requirements for local authorities regarding costs and the reimbursement arrangements for concessionary travel. This was supported by the majority of respondents and more detailed proposals will now be developed.



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No specific Ward Relevance

17th March 2010

### Council Flat Communal Cleaning

(Report of the Head of Head of Housing)

#### 1. Summary of Proposals

The purpose of this report is to update Members on the outcome of the statutory consultation carried out by Officers as recommended by the Council Flat Communal Cleaning Task and Finish Group

Recommendation:

1 c) 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 cover new cleaning arrangements, and if so the Council implement cleaning arrangements and any associated service charge accordingly.

#### 2. Resolutions

**The Committee is asked to RESOLVE**

1) **The consultation results be noted**

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

Financial

3.1 None identified.

Legal

3.2 None identified.

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## Policy

3.3 None identified.

## Risk

3.4 None identified.

## Climate Change / Carbon Management

3.5 None identified.

## Report

### 4. Background

The Council Flat Communal Cleaning Task and Finish Group was established in September 2008. The review was prompted by the high number of complaints the Council had received from Council flat tenants and leaseholders regarding the poor state of cleanliness in the communal areas of some of the Council's flats. The principle aim of the scrutiny exercise was to review the cleansing arrangements for communal areas including both areas that are subject to contractual cleaning arrangements and areas not currently subject to contractual cleaning arrangements and look for any ways in which these could be improved.

### 5. Key Issues

None identified.

### 6. Other Implications

Asset Management	-	None identified.
Community Safety	-	None identified.
Health	-	None identified.
Human Resources	-	None identified.
Social Exclusion	-	None identified.
Environmental / Sustainability /	-	None identified.

### 7. Lessons Learnt

7.1 None identified.



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8. **Background Papers**

Council Flat Communal Cleaning Task and Finish Group final report.

9. **Consultation**

Secure Council Tenants and Leaseholders.

10. **Author of Report**

The author of this report is Jayne Bough (Housing Services Manager), who can be contacted on extension 3131 (e-mail: [jayne.bough@redditchbc.gov.uk](mailto:jayne.bough@redditchbc.gov.uk)) for more information.

11. **Appendices**

Appendix 1 – Letter and Questionnaire

Appendix 2 – Council Flat Communal Cleaning Consultation outcome summary:



APPENDIX 1

The Resident

Please contact: Mrs Jayne Bough  
Email: [jayne.bough@redditchbc.gov.uk](mailto:jayne.bough@redditchbc.gov.uk)

??? December 2009

Dear Resident

**RE: COMMUNAL CLEANING**

The Council is working hard to improve the entrances and staircases in blocks of flats. We are currently upgrading Fire Protection equipment on the stair cases and looking to improve the cleanliness of these areas.

We have listened to customers concerns regarding the cleanliness and Councillors of Redditch Borough Council carried out an Overview and Scrutiny of the service which included visiting some blocks to see the condition they are in.

Councillors have now asked Officers to carry out consultation with all tenants and leaseholders living in flats to establish if

- support exists for the introduction of a cleaning service
- to agree what level of service would be required
- and the charge tenants and leaseholders would be willing to pay

In some areas this service has already been introduced and the charge for the service is made through a tenants rent account or for leaseholders through an annual service charge.

The charges for the service will vary dependant on the type of service that is received; the attached questionnaire explains the different levels of service you can choose from.

I would be grateful if you would take the time to complete and return this questionnaire, as it is important that you have a say in what services the council wish to introduce. The questionnaire can be handed into any One Stop Shop or posted to Housing Services, Woodrow Centre, Woodrow, Redditch, Worcestershire, B98 7RY no later than ?????

If you wish to find out more about the service we are looking to introduce before you return your questionnaire then please contact me on 01527 64252.

Thank you in advance for taking the time to complete this questionnaire.

Yours sincerely

Mrs Jayne Bough  
Housing Services Manager

**To Redditch Borough Council – Housing Services**

**RE: COUNCIL COMMUNAL CLEANING**

- |    |  |            |           |
|----|--|------------|-----------|
| 1. | Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?   | <b>Yes</b> | <b>No</b> |
| 2  | Would you be willing to pay for this cleaning service in your block of flats?  | <b>Yes</b> | <b>No</b> |
| 3  | If yes please indicate below what services you would want to receive?  |            |           |
|    | a) Sweep stairwells/balconies  | <b>Yes</b> | <b>No</b> |
|    | b) Remove debris/litter (not fly tipping or bulky items).  | <b>Yes</b> | <b>No</b> |
|    | c) Wet mop stairwells, communal landings and walkways.   | <b>Yes</b> | <b>No</b> |
|    | d) Wipe down of handrails and iron work.   | <b>Yes</b> | <b>No</b> |
|    | e) Apply anti-bacteria treatments.   | <b>Yes</b> | <b>No</b> |
|    | f) Wipe down of window frames.   | <b>Yes</b> | <b>No</b> |
|    | g) Cleaning of communal windows.   | <b>Yes</b> | <b>No</b> |
|    | h) Jet wash/steam clean stairwells.  | <b>Yes</b> | <b>No</b> |
|    | i) Turn bins (in blocks with rubbish chutes).  | <b>Yes</b> | <b>No</b> |
|    | j) Report communal repairs.  | <b>Yes</b> | <b>No</b> |
| 4  | Please indicate how often you would expect the services you have indicated above to be carried out?  |            |           |
|    | <ul style="list-style-type: none"> <li>• Weekly</li> <li>• Fortnightly</li> <li>• Monthly</li> <li>• Annually</li> </ul>                                     |            |           |
| 5  | How much would you be willing to pay for the cleaning service you have indicated above?  |            |           |
|    | a) £3.00 per week  | <b>Yes</b> | <b>No</b> |
|    | b) £4.00 per week  | <b>Yes</b> | <b>No</b> |
|    | c) £5.00 per week  | <b>Yes</b> | <b>No</b> |
|    | d) £6.00 per week  | <b>Yes</b> | <b>No</b> |
| 6. | If communal cleaning is introduced would you be interested in being part of a working group to assist the Council to set the cleaning standards and charges? | <b>Yes</b> | <b>No</b> |

7. Please make any comments or suggestions below?

.....  
.....  
.....

Name:.....

Address:.....  
.....  
.....  
.....

Contact Number:.....

Email Address:.....



APPENDIX 2Council Flat Communal Cleaning Consultation outcome summary:

**666 Letters and questionnaires were sent out during the period of January-February 2010.**

**The following responses were received:**

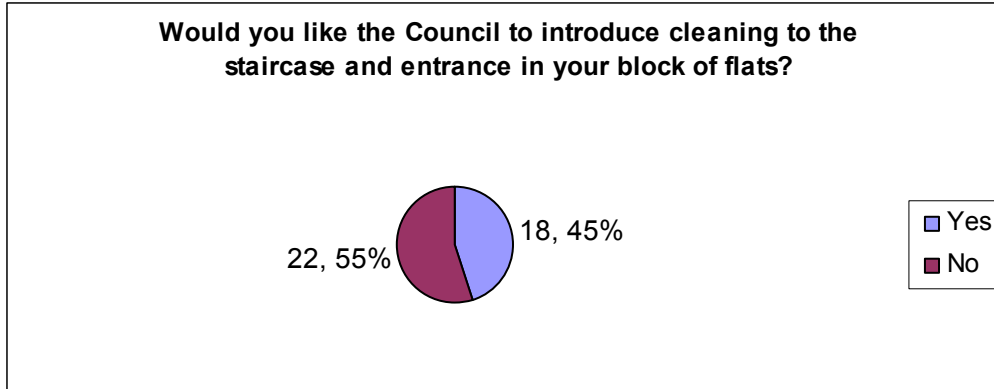
Area	Questionnaires Sent	Responses	%
Abbeydale	8	1	13%
Crabbs Cross	53	7	13%
Batchley/Webheath	20	1	5%
Church Hill	208	7	3%
Matchborough	42	1	2%
Mayfields/Southcrest	49	1	2%
Winyates	286	22	8%
<b>TOTAL</b>	<b>666</b>	<b>40</b>	<b>6%</b>

**The Following questions were asked:**

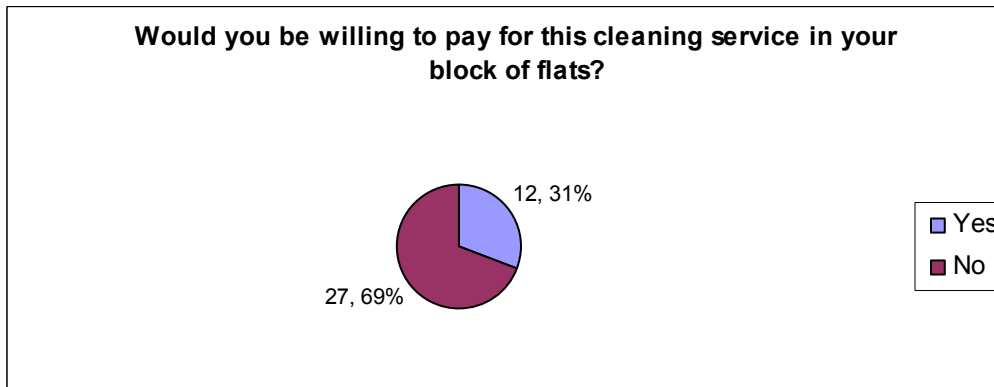
1.	Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?	<b>Yes</b>	<b>No</b>
2	Would you be willing to pay for this cleaning service in your block of flats?	<b>Yes</b>	<b>No</b>
3	If yes please indicate below what services you would want to receive? a) Sweep stairwells/balconies b) Remove debris/litter (not fly tipping or bulky items). c) Wet mop stairwells, communal landings and walkways. d) Wipe down of handrails and iron work. e) Apply anti-bacteria treatments. f) Wipe down of window frames. g) Cleaning of communal windows. h) Jet wash/steam clean stairwells. i) Turn bins (in blocks with rubbish chutes). j) Report communal repairs.	<b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b>	<b>No</b> <b>No</b> <b>No</b> <b>No</b> <b>No</b> <b>No</b> <b>No</b> <b>No</b> <b>No</b> <b>No</b>
4	Please indicate how often you would expect the services you have indicated above to be carried out? • Weekly • Fortnightly • Monthly • Annually		
5	How much would you be willing to pay for the cleaning service you have indicated above? a) £3.00 per week b) £4.00 per week c) £5.00 per week d) £6.00 per week	<b>Yes</b> <b>Yes</b> <b>Yes</b> <b>Yes</b>	<b>No</b> <b>No</b> <b>No</b> <b>No</b>
6.	If communal cleaning is introduced would you be interested in being part of a working group to assist the Council to set the cleaning standards and charges?	<b>Yes</b>	<b>No</b>

From the responses received the following analysis has been completed:

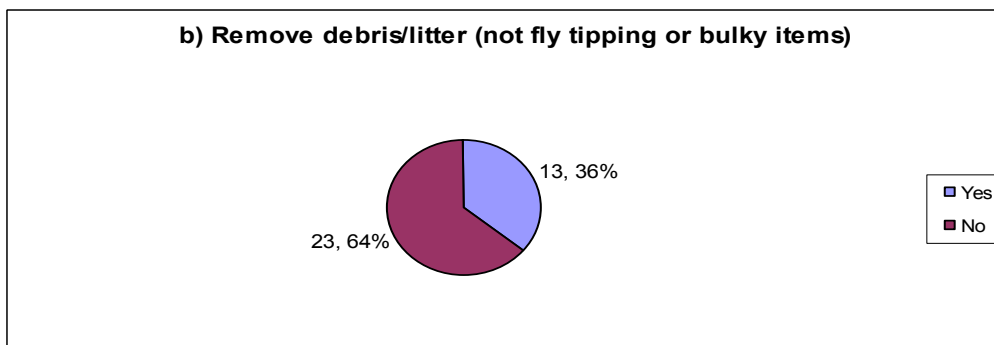
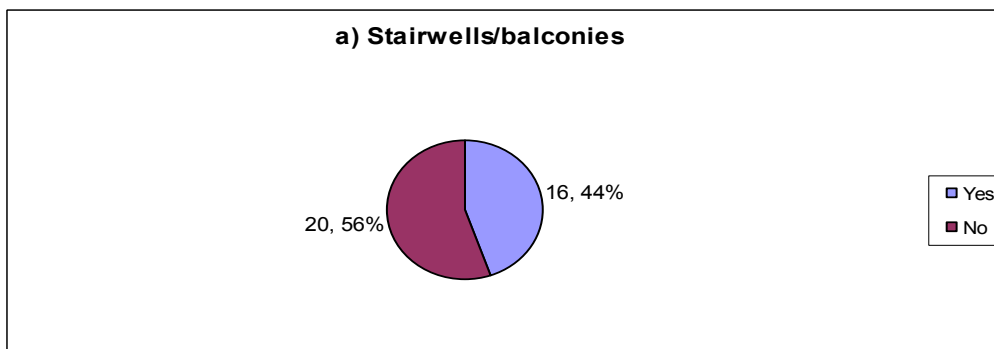
**1. Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?**



**2. Would you be willing to pay for this cleaning service in your block of flats?**

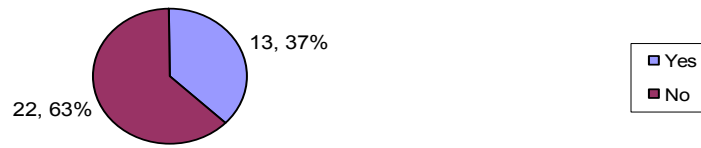


**3. If yes please indicate below what services you would want to receive?**

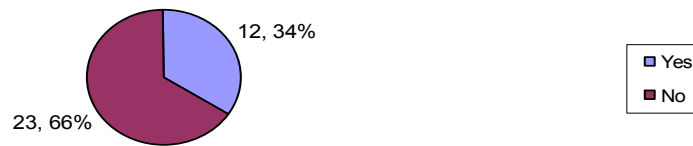




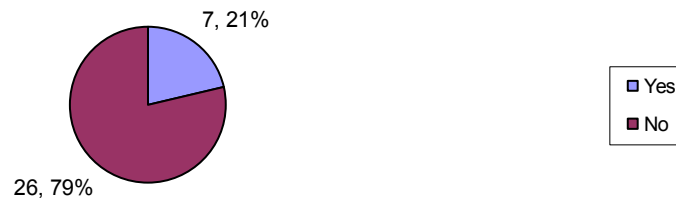
**c) Wet mop stairwells, communal landings and walkways**



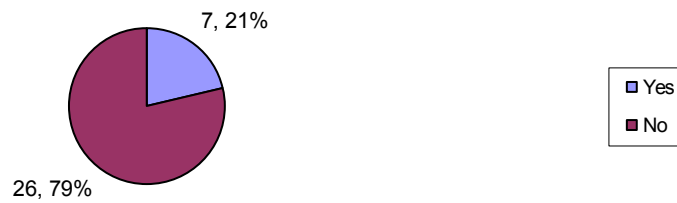
**d) Wipe down of handrails and iron work**



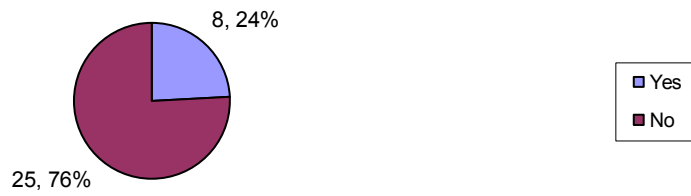
**e) Apply anti-bacteria treatments**



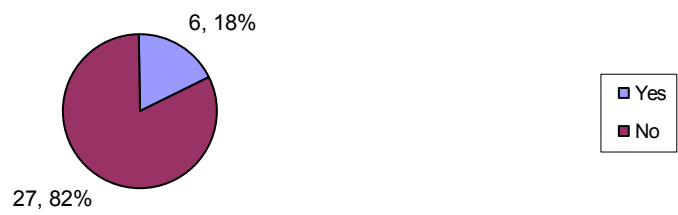
**f) Wipe down of window frames**



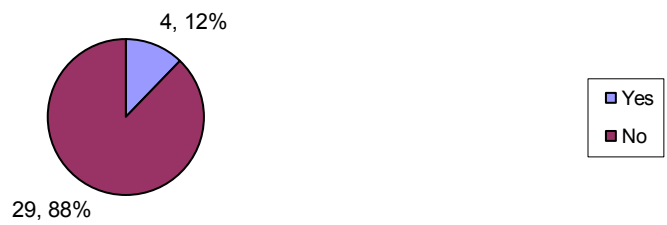
**g) Cleaning of communal windows**



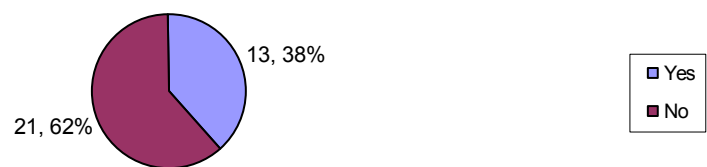
**h) Jet wash/steam clean stairwells**



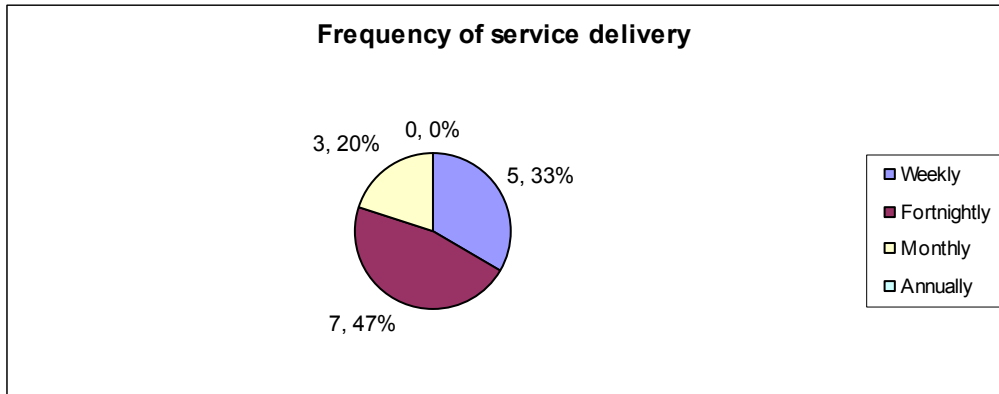
**i) Turn bins (in blocks with rubbish chutes)**



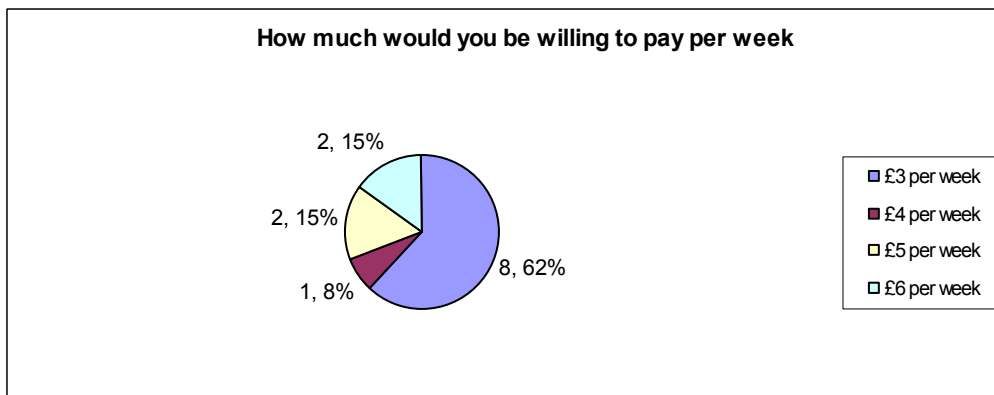
**j) Report communal repairs**



**4. Please indicate how often you would expect the services you have indicated above to be carried out?**



**5. How much would you be willing to pay for the cleaning service you have indicated above?**



**Conclusion**

**In summary:**

- Only 6% of questionnaires responses were received
- The majority of the responses received (55%) indicated they would not want a chargeable communal cleaning service introduced to their block of flats
- The majority of the responses received (47%) felt fortnightly cleaning would be the preferred frequency.
- The majority of responses received (62%) indicated that they would be willing to pay £3.00 per week for a cleaning service.

The Winyates area had the highest response rate; this may be due to other consultation that has been undertaken in the area recently on improvement works. Customers may be encouraged to voice their opinions from seeing how consultation has had a direct affect on outcomes in the community.

For Council Housing the Tenant Services Authority is driving change in the way standards are being decided across service delivery, encouraging landlords to introduce local standards that are relevant by area ensuring that decisions result from involvement and customers expressing opinions.

Due to the low response rate across all of the area's it may be beneficial to carry out further consultation work at a more local level. It may be relevant to consider local agreements to either an area such as Winyates or even for individual blocks of flats.

In conclusion due to the low response rate it may indicate:

- further methods of consultation may be required at a more local level.
- lack of interest in introducing this type of service

# Overview and Scrutiny Committee

No Direct Ward Relevance

17th March 2010

## QUARTERLY BUDGET MONITORING: APRIL - DECEMBER QUARTER

(Report of the Head of Resources)

### 1. Summary of Proposals

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

### 2. Recommendations

**The Committee is asked 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 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.

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## 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/turnover 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 £381.4k for which the base budget has been adjusted. However, there are a range of savings totalling £488.7k 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 turnover forecast for 2009/10.

### 4.3 Revised Budget 2009/10

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

### 5. Key Issues

#### Turnover forecast

- 5.1 Appendices 2 and 3 detail the projected turnover variances as at the end of the second quarter. The budget for 2009/10 includes £350k (£200k built into the base plus £125k addition approved 9th April plus £25k support service savings) for vacancy/turnover savings. The

# Overview and Scrutiny

## Committee

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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 third quarter are savings of £841,027.

### Monitoring of approved savings (General Fund)

- 5.4 Appendix 4 details the savings achieved at the end of the third quarter against the target of £488.7k plus the £200k already built into the base budget for outturn savings.
- 5.5 At the end of December savings of £816.2 had been identified against the target of £688.7k. 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 last quarter of the year. The figure of £816.2 includes savings of £321.6k in respect of the 2009/10 pay award and the re-tendering of some of the Council's energy supplies which have been taken into account in the Medium Term Financial Plan.
- 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.

## 6. Other Implications

Asset Management	-	None identified.
Community Safety	-	None identified.
Health	-	None identified.
Human Resources	-	None identified.
Social Exclusion	-	None identified.
Environment / Sustainability	-	None identified.

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**7. Lessons Learnt**

7.1 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 Resources), who can be contacted on extension 3295 (e-mail: [teresa.kristunas@redditchbc.gov.uk](mailto:teresa.kristunas@redditchbc.gov.uk) ) for more information.

**11. Appendices**

Appendix 1 - Budget savings approved 6<sup>th</sup> April 2009.

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

Appendix 3 - Explanations for projected variances.

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



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## Budget Savings approved 6<sup>th</sup> April 2009

Description	2009/10 £'000
<b>Budget adjusted to reflect saving/additional income -</b>	
Planning	53.2
Corporate Training	50.0
Building Control	20.7
Head of Asset	25.0
Switchboard	3.0
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
<b>INCOME</b>	
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
<b>Subject to ongoing monitoring -</b>	
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
<b>Total savings/additional income</b>	<b>870.1</b>

# Overview and Scrutiny Appendix 1

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# Overview and Scrutiny Appendix 2

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### Quarterly Monitoring Directorate Summary April – December 2009

Directorate	Budget	Profiled YTD Budget	YTD Actuals	Commitments	Actual + Commitments	Variance to date	Projected Outturn	Projected Variance
Chief Executive	3,940,052	3,502,760.19	1,891,964.60	991,820	2,883,784.60	(618,975.59)	3,502,962	(437,090)
Environment & Planning	5,833,400	4,533,155.00	4,563,948.33	39,780	4,603,728.33	70,573.33	5,886,010	52,610
Housing Services	726,340	832,115.79	528,970.02	40,000	568,970.02	(263,145.77)	639,840	(86,500)
Leisure Customer & Business Support	3,245,900	2,550,062.52	2,341,187.35	97,750	2,438,937.35	(111,125.17)	3,299,820	53,920
Corporate	462,558	0.00	0.00	0.00	0.00	0.00	184,291	(278,267)
<b>Total:</b>	<b>14,208,250</b>	<b>11,418,093.50</b>	<b>9,326,070.30</b>	<b>1,169,350</b>	<b>10,495,420.30</b>	<b>(922,673.20)</b>	<b>13,512,923.</b>	<b>(695,327)</b>
Housing Revenue Account	80,550	(11,553,240)	(12,298,554.96)	0.00	(12,298,554.96)	(745,314.96)	0.00	0.00
HRA Repairs	0.00	0.00	(12,298,554.96)	0.00	(12,298,554.96)	(745,314.96)	(145,700)	(145,700)
<b>Total:</b>								<b>(841,027)</b>



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## Budget Monitoring Apr – Dec 2009

### Explanations for projected outturn variances

#### Acting Deputy Chief Executives Directorate

Cost Centre	Description	Variance £	Explanation
0014	Directorate Support	(12,000)	Salary Savings

#### Head of Financial Revenue and Benefits Services

Cost Centre	Description	Variance £	Explanation
0103	Financial Services	(45,910)	Salary savings.
0107	Local Taxation	(30,000)	Salary savings
	Benefits	(116,930)	Additional Admin Subsidy

#### 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.
0432	Business Centres	73,300	Increase in the number of vacant units
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).
0472	Pay and Display Car Parks	6,000	The scheme has been delayed
0110	Members & Committee Services	(10,000)	Overview and Scrutiny budget no longer required
0623	Civic Suite	3,000	Reduction in number of bookings of weddings and Christmas parties (19% loss of income)
0101	Legal Services	6,350	Legal fees from external solicitors not budgeted for.

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0626	Register of Electors	11,340	The overspend relates to the purchase of a new computer system, the cost of the new system was more expensive than originally budgeted for.
0111	Electoral Services	1,800	As above
0196	Crossgate Deport	6,000	Additional Security costs following several break ins.

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## Head of Strategy & Partnership

<b>Cost Centre</b>	<b>Description</b>	<b>Variance £</b>	<b>Explanation</b>
0102	Corporate Strategy	(16,000)	Staff Vacancies during the year
0706	Concessionary Travel	(174,040)	Legal fees not expected to be incurred and reduction in claims from operators.
0135	Housing Policy	(13,000)	Salary Savings
<b>Total</b>	<b>Acting Deputy CEO</b>	<b>(437,090)</b>	

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## Environment & Planning Directorate

### Head of Environment

Cost Centre	Description	Variance £	Explanation
0704	Allotments	9,040	Income forecast to be below estimate.

### Head of Human Resource & Communications

Cost Centre	Description	Variance £	Explanation
0137	Payroll	30,300	Additional staff required to cover sickness.
0141	Human Resources	(19,200)	Maternity leave
0611	Job Evaluation	16,000	Additional consultancy costs

### Head of Operations

Cost Centre	Description	Variance £	Explanation
0437	Market	9,480	Reduction in income



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## Head of Planning & Building Control

<b>Cost Centre</b>	<b>Description</b>	<b>Variance £</b>	<b>Explanation</b>
0142	Planning Services	(48,010)	Salary savings.
0751	Planning Applications	50,000	Reduction in income
0760	Building Control	5,000	Reduction in income
<b>Total</b>	<b>Environment &amp; Planning</b>	<b>52,610</b>	

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## Housing, Leisure and Customer Services Directorate

### Head of Asset & Maintenance

Cost Centre	Description	Variance £	Explanation
0189	Housing capital	(13,000)	Salary savings (HRA)
0703	Care & Repair	(10,000)	Increase in income

### Head of Housing & Community Services

Cost Centre	Description	Variance £	Explanation
0483	Lifeline	(3,000)	Contract re-negotiated
0499	CCTV Operating Costs	(10,000)	Contract re-negotiated
0490	Community Warden Service Support	(30,000)	Salary savings (HRA).
0187	Housing Tenancy	(33,000)	Salary savings (HRA)
0185	Data Base & Housing Performance	(9,500)	Salary savings (HRA)
0191	Income & Recovery	22,000	Increased use of debt collection agency.

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## Head of Leisure & Arts

Cost Centre	Description	Variance £	Explanation
0001	Abbey Stadium	6,200	Reduction in income due to the closure of the sports hall for 3 weeks
0005	Hewell Road Pool	20,940	Closure for toilet refurbishment and essential maintenance work Economic climate resulting in an inability to achieve additional income
0007	Redi Card	12,000	Reduction in income due to a decrease in the number of customers at leisure sites.
0021	Arrow Vale Sports Centre	26,690	Cancellation of cheerleading and gymnastics classes/cancellation of block bookings due to fee increase/closure of ATP pitch due to inclement weather
0025	Kingsley Sports Centre	16,590	Reduction in adult fitness classes and swimming lesson enrolments. Economic climate resulting in an inability to achieve additional income
0010	Stitch Meadow	5,000	Summer events programme, low attendance due weather.
0060	Forge Mill	22,500	Summer events programme, low attendance due weather.

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## Head of Customer Services

	Switchboard	(9,000)	Contract savings
	One Stop Shop	(47,000)	Salary savings
<b>Total Housing Leisure &amp; Customer Services</b>		<b>(32,580)</b>	

## Housing Revenue Account

0901	Insurance	(70,000)	Savings from tendering exercise
0554	Cyclical/Prog Public Buildings	35,000	Increased testing requirements for fire alarm systems (HRA)
	Pay award	(84,000)	Pay award settled at 1%
	Energy	(26,700)	Savings from tendering exercise
<b>Total Housing Revenue Account</b>		<b>(145,700)</b>	

## Corporate Costs

Cost Centre	Description	Variance £	Explanation
0901	Insurance	(10,000)	Reduction in insurance
0382	Planning Delivery Grant	(120,000)	Additional grant received
0392	LAGBI Grant	(23,347)	Additional grant received
	Energy	(67,600)	Savings from tendering exercise
	Pay award	(200,280)	Pay award settled at 1% (254,000) / cost of job evaluation 53,720
	Superannuation costs	85,000	Historical costs for previous employees
	Shared Services	35,000	RBC cost of Serco Business Case
	Restructure of Management Team	22,960	Pay in Lieu of notice costs for 2009/10
<b>Total Corporate Costs</b>		<b>(278,267)</b>	

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## Summary -

<b>Total variances</b>	<b>£</b>
General Fund	599,827
Housing Revenue Account	241,200
Total	841,027



# Overview and Scrutiny Appendix 4

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## Position as at end of third Quarter (including estimate for 4<sup>th</sup> Quarter)

	Target 2009/10	Estimated Outturn 2009/10	Comments
	£'000	£'000	
Pitcheroak Golf Course	42.7	36.4	Unlikely to achieve by £6,300 due to weather.
Shared Services	40.0		Dependant upon progress with planned projects
Vacancy Management/Outturn savings*	325.0	599.8	Monitoring in place
REDI	60.0	50.0	Expected to achieve £50,000
Printing	52.0		Unlikely to be achieved.
Procurement	70.0	70.0	Achieved
Committee Services	14.0		Not likely to be achieved.
Benefits Subsidy	40.0	40.0	On target to be achieved
Community Meeting Rooms	20.0	20.0	On target to be achieved
Support Service Costs	25.0		Added to vacancy savings
*including £200k already built into base budget			
<b>Total</b>	<b>688.7</b>	<b>816.2</b>	





# Overview and Scrutiny Committee

No Direct Ward Relevance

17th March 2010

## QUARTERLY PERFORMANCE MONITORING QUARTER 3, PERIOD ENDING DECEMBER 2009

(Report of the Head of Community Services)

### 1. Summary of Proposals

This report provides a view on aspects of the Council's overall performance. It shows which performance indicators, when compared to the same period last year, are exceeding their target, are not on target and where performance has remained static.

This report provides Members with an opportunity to review the Council's performance for quarter 3 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 ending December 2009 be noted and commented upon.

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

#### Financial

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

#### Legal

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

#### Policy

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

# Overview and Scrutiny

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## Risk

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

## Climate Change / Carbon Management

- 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 1st 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:
- a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
  - b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.

# Overview and Scrutiny

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- 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
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 year to date outturn with the same period last year and highlights those indicators that have either improved or declined in performance when compared to the same period last year and those indicators where performance remains static.
- 5.4 As in quarter 1 and 2, out of all corporate performance indicators reported in quarter 3 a higher proportion have improved compared to the same period last year.
- 5.5 In total 35 indicators have provided data for quarter 3. Of these, 24 indicators have improved in performance, 4 have remained static (but are currently at optimum performance) but there has been some decline in performance for 7 of the indicators.

### 6. Other Implications

- Asset Management - None specific.
- Community Safety - None specific.
- Health - ???
- Human Resources - None specific.
- Social Exclusion - None specific.
- Environment / Sustainability - ???

7. **Lessons Learnt**

It was apparent that comments made by performance indicator owners were only relevant to the current quarter, however the report related to year to date performance. For clarity, performance indicator owners were asked to ensure their comments related to both periods.

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](mailto:tracy.beech@redditchbc.gov.uk)) for more information.

11. **Appendices**

Appendix 1 - Exception Report – Corporate Performance Indicators - Quarter 3, Period Ending December 2009.

**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

These pages provide an exception report for all corporate performance indicators for which data was expected and provided in quarter 3 (October - December) 2009/10.

	DCX	E&P	HLCS	Total
Total number of corporate performance indicators providing outturn data for quarter 3	12	15	8	35
Total number of indicators showing improvement compared to the same period last year ▲	9	8	7	24
Total number of indicators showing a decline compared to the same period last year ▼	2	5	0	7
Total number of indicators showing no change compared to the same period last year* ◀▶	1	2	1	4

\* All four indicators showing no change in their performance are currently at optimum performance and as such improvement is not possible

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

**Performance Management Group**

The Performance Management Group (PMG) 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 PMG has recently been updated on the Comprehensive Area Assessment, had feed back following a data quality audit and received an update from Benefits on their performance action plan. The Group also discussed the current recovery plans including NI 16 (serious acquisitive crime rate) and the associated burglary action plan. An update was also provided on the Lean project including savings that had been made as a result.

**Key Findings for Quarter 3**

As in quarter 1 and 2, out of all corporate performance indicators reported in quarter 3 a higher proportion have improved compared to the same period last year. By way of example NI 182 (Satisfaction of business with local authority regulation services) has significantly improved from 46.46% to 73.55% at the same time last year. Likewise NI 181 (Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)) has also demonstrated a positive direction of travel with a quarter 3 outturn of 13.3 days compared with 15.97 days; a decrease of 2.67 days for the same period last year. However there are also indicators which are highlighted as areas for concern; NI 195(b) one of the 'improved street and environmental cleanliness' indicators shows that the levels of detritus for quarter 3, 2009/10 is 18.75% compared with only 8.58% in 2008/09. This increase has occurred due to training on surveying methods undertaken during 2009 resulting in detritus levels appearing higher. There is a recovery plan in place for this indicator.

**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Dec 08	1 Apr 09 - 31 Dec 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Deputy Chief Executive Directorate</b>									
Number of affordable homes delivered (gross)	NI 155	10	71	▲	94	NA	NA	10	Consistent with LAA target. 4 x almshouses (Ellen Warrin Trust) ceded by trust to RCH so stock transfer occurred. Not new build.
The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	NI 180	461.27	706.3	▲	550	NA	NA	681.2	Increases due to change in rules excluded from these figures.
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	15.97	13.3	▲	13	NA	NA	17.7	Several batch jobs have been run to take account of the rent decrease for Local Authority tenants and we have updated system to take account of changes to Child Benefit and capital in this quarter which has led to improved averages.
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	91.52%	94.19%	▲	95.00%	94.05%	90.64%	91.62%	
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	67.02%	77.35%	▲	TBC	#	69.46%	69.46%	Improved recovery performance. However, Quarter 3 will be exceptional because of the Rent reduction for Council Tenants, which meant a large number of Council Tenant overpayments identified with the majority being recovered in full from the Rent Account. There was also an increase in Rent Allowance overpayments identified, possibly due to clearing a backlog, and there was an improved recovery rate through Benefits. <b>(A recovery plan is in place for this indicator)</b>
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)	20.23%	30.13%	▲	TBC	#	26.39%	26.39%	Improved recovery performance as for the reasons under BV79(i). <b>(A recovery plan is in place for this indicator)</b>
The number of racial incidents recorded by the authority per 100,000 population	BV 174	3.77	17.59	▲	contextual measure	18.92	30.21	12.59	A Hate Crime training package has been commissioned for delivery to members of the Joint Hate Incident Partnership in Qtr 4.
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%	89.00%	▲	85.00%	66.81	81.03%	80.00%	Batch jobs have increased average as changes due to rules change are recorded as one day taken - estimate average excluding these changes to be 84%.
Number of concessionary journeys per year	ET 015	1,219,427	1,293,472	▲	Contextual Measure	1,498,838	1,474,325	1,614,815	Majority of claims for December 2009 not yet received at 19 Jan 10.
<b>Environment and Planning Directorate</b>									
Processing of major planning applications determined within 13 weeks	NI 157(a)	92.31%	100.00%	▲	96%	NA	NA	93.75%	Static- Has remained at 100% now for last 5 quarters.
Processing of minor planning applications determined within 8 weeks	NI 157(b)	91.23%	95.45%	▲	90%	NA	NA	90.41%	2 Applications determined out of time this quarter, still above national average.
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.51%	98.51%	▲	95%	NA	NA	97.83%	Only 1 Application determined out of time within the last quarter, above national average.

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**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Dec 08	1 Apr 09 - 31 Dec 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Satisfaction of business with local authority regulation services	NI 182	46.46%	73.55%	▲	50%	NA	NA	44.22%	Licensing questionnaires are not included in this quarter and will be shown in the next quarter.
Residual household waste per household (kg)	NI 191	435.84	423.09	▲	575kg	NA	NA	566.74	There continues to be a reduction in the amount of residual waste collected.
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0.17%	0.00%	▲	0%	NA	NA	0.22%	No fly-posting was found in the survey in the second block of surveying for the year.
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	2	1	▲	2	NA	NA	2	So far the number of enforcement actions compared with numbers of fly-tips has improved since last year, and we have achieved the highest performance level possible for the third quarter.
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	7.48	6.71	▲	8.00	10.62	8.53	9.60	Increase in sickness absence since previous quarter.
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>									
Number of households living in temporary accommodation	NI 156	10	4	▲	15	NA	NA	10	2 households in TA are council tenants and placed into TA at request from Police whilst ongoing investigations are completed.
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	5.52	6.80	▲	6.50	2.89	4.24	7.62	Due to the economic climate we have seen an increase in homelessness approaches in Redditch but officers are managing to prevent homelessness rather than accepting a homelessness duty. We have seen an improvement in respect of this indicator due to adopting leaner working practices, getting involved in cases earlier, increasing the use of mediation and home visits and making better use of Private Rented Housing stock.
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	82.05%	93.77%	▲	85%	77%	78.20%	83.72%	11% increase in number of priority B (within 24 hours) and C (within 5 days) jobs done and we achieved a higher % of jobs completed within target against the previous quarter.
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	22.32	17.75	▲	25 days	20	32	21.19	8.6 % decrease in number of these jobs completed but 3-day improvement in completion time from previous quarter.
One Stop Shop: Customer satisfaction	WMO 003	95.12%	95.29%	▲	96%	95.46%	95.05%	95.19%	High satisfaction levels are being maintained but we are continuing to investigate ways in which to encourage more feedback from customers.
Enquiries dealt with at first point of contact	WMO 004	92.06%	94.16%	▲	90%	84.57%	88.31%	92.86%	This resolution figure is based on the enquiries which are logged on the CRM.
Number of e-enabled web payments	WMO 010	6,758	10,954	▲	11,942	NA	5,175	8,530	Indicator is as expected following last quarter. Information to be given to staff to ensure that electronic payment methods are promoted.

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**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

Indicator Description	Indicator Reference	Current				Historic			Comments	
		1 Apr 08 - 31 Dec 08	1 Apr 09 - 31 Dec 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09		
<b>Key to Symbols</b>										
Improving performance compared to same period last year	▲	No data available for the period					#			
Worsening performance compared to same period last year	▼	Not applicable for this indicator/period					NA			
No change in performance compared to same period last year	◀▶	Data is provisional					*			



**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Dec 08	1 Apr 09 - 31 Dec 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Deputy Chief Executive Directorate</b>									
The percentage of Council Tax collected by the Authority in the year	BV 009	86.61%	85.69%	▼	98.50%	96.67%	96.97%	97.10%	Collection rate remains below target, analysis of quarter 2 outturn suggests this may be reflected nationally. Revised recovery procedures have been adopted to ensure smoother progression of cases through recovery cycle however the effects of this will not be gained this year. Action is being taken on delinquent accounts that are not progressing through recovery stages. <b>(A recovery plan is in place for this indicator)</b>
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)	0.88%	1.32%	▼	TBC	#	0.32%	0.32%	Write-off of overpaid benefit is still currently very low. <b>(A recovery plan is in place for this indicator)</b>
<b>Environment and Planning Directorate</b>									
Percentage of household waste sent for reuse, recycling and composting	NI 192	31.26%	30.55%	▼	32%	NA	NA	31.43%	The level of waste recycled remains at a constant level for the 3rd quarter and we are expecting to see an increase in the 4th quarter as more materials are recycled from January 2010. <b>(A recovery plan is in place for this indicator)</b>
Improved street and environmental cleanliness - levels of litter	NI 195(a)	3.33%	3.67%	▼	6%	NA	NA	2.94%	This is a good score for the second of the 3 surveys this year, litter levels found to be very low.
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	8.58%	18.75%	▼	10%	NA	NA	7.28%	Following training undertaken in 2009 on surveying methods, higher detritus levels (includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs, glass, plastic and other finely divided materials and uncollected grass cuttings) have been reported due to the assessment and grading criteria that have to be used. This has identified a performance issue and an improvement plan has been developed with achievable timescales to target areas to improve sweeping and associated operations like weed spraying. <b>(A recovery plan is in place for this indicator)</b>
Improved street and environmental cleanliness - graffiti	NI 195(c)	0.33%	1.58%	▼	1%	NA	NA	0.61%	Slightly higher levels than in previous surveys but still very low levels of graffiti found. <b>(A recovery plan is in place for this indicator)</b>
The percentage of local authority employees from minority ethnic communities	BV 017(a)	2.79%	2.78%	▼	Contextual Measure (3.43%)	3.49%	3.15%	2.80%	Increase in staff from ethnic minority communities since previous quarter.

**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Dec 08	1 Apr 09 - 31 Dec 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>									
None									

<b>Key to Symbols</b>			
Improving performance compared to same period last year	▲	No data available for the period	#
Worsening performance compared to same period last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same period last year	◄►	Data is provisional	*

**Corporate Performance Exception Report - Quarter 3, Period Ending December 2009**

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Dec 08	1 Apr 09 - 31 Dec 09	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Deputy Chief Executive Directorate</b>									
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	◀	contextual measure	93.33%	100.00%	100.00%	A Hate Crime training package has been commissioned for delivery to members of the Joint Hate Incident Partnership in Qtr 4.
<b>Environment and Planning Directorate</b>									
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	YES	YES	YES	LDS updated Sept 09.
Percentage of conservation areas in the local authority area with an up-to-date character appraisal	BV 219(b)	100%	100%	◀	Maintain up to date character appraisal	100%	100%	100%	Static.
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>									
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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<b>Key to Symbols</b>			
Improving performance compared to same period last year	▲	No data available for the period	#
Worsening performance compared to same period last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same period last year	◀	Data is provisional	*



## Fly-tipping in Redditch

### Report to Overview & Scrutiny Committee 17<sup>th</sup> March 2010

#### 1.0 Introduction and Background

- 1.1 Fly-tipping varies in size from a single mattress or black bin bag to large-scale truck loads of construction, demolition and excavation waste. Some illegal dumps, whilst small in size, can be serious particularly if hazardous waste is involved. Guidance states that waste should be counted as a fly-tip *“if the fly-tip waste is too large to be removed by a normal hand sweeping barrow. In simple terms, a single full bin bag upwards would constitute a fly-tip. Similarly several carrier bags full of rubbish dumped together would also constitute a single fly-tip.”*
- 1.2 There is evidence nationally that a lot of fly-tipping is organised by professional criminals who can gain significant financial rewards. However, in Redditch there are few fly-tips of this nature (see section 5 below).
- 1.3 Instances of fly-tipping in the town are high compared to other Worcestershire authorities (see 2.5) and dealing with fly-tipping is resource intensive as approximately 85 reports of fly-tipping in the open air are received per month. In addition, housing services have on-going problems with dumped rubbish in bin stores, landings, gardens etc.
- 1.4 It is recognised that the problem of fly-tipping cannot be treated in isolation and has to be linked with other services, particularly housing and waste collection. Therefore a cross service project team to review the problem of fly-tipping in the Borough was established in July 2009. The team represents environmental and housing services and the anti social behaviour team and was set up to look into the issues underlying the high level of fly-tipping in the town – i.e. the ‘what, why and where’ of fly-tipping and develop an improvement plan to tackle the issues to commence in April 2010.

#### 2.0 Fly-tipping figures for the last 3 years 2006/07, 2007/08, 2008/09

- 2.1 The Council is obliged to complete a monthly return to the national ‘Flycapture’ database and this records information on the nature and location of fly-tips and any enforcement action taken (more information is included at appendix C). Whilst the information recorded gives a good guideline as to the types of land, size and fly-tip that are occurring, there can be some discrepancy in the recording of information, such as deciding on the land type category but on the whole the system provides very useful records on fly-tipping, covering the whole country. Further work will be done with cleansing teams and the officers making the Flycapture return to increase awareness and consistency.
- 2.2 The following table compares the number of fly-tips recorded in Flycapture for the last 3 years. **Please note that the figures below relate to fly-tips in the open air, and not within housing property boundaries (e.g. gardens, bin stores etc).**

	Total no. reports (Flycapture)	M3 reports
2005/06	1220	System not live
2006/07	1611	Whole year unavailable
2007/08	1270	1156
2008/09	934	1202
2009/10 (April – December)	639	767

- 2.3 There is often a discrepancy between the number of reports recorded on Flycapture and those reported by the public, crews and inspectors (M3 reports) as the latter can contain some duplication or reports of dumping in housing areas.
- 2.4 Although the number of fly-tips is reducing year on year, there is still a high level of fly-tips in the town.
- 2.5 The following table shows fly-tip figures for Worcestershire and Herefordshire:

	Number of Incidents		Number of Enforcement Actions	
	Apr-Dec 08	Apr-Dec 09	Apr-Dec 08	Apr-Dec 09
<b>Bromsgrove District Council</b>	1138	1212	0	11
<b>Herefordshire Council</b>	660	510	655	515
<b>Malvern Hills District Council</b>	404	223	174	163
<b>Redditch Borough Council</b>	695	672	572	645
<b>Worcester City Council</b>	232	151	87	107
<b>Wychavon District Council</b>	728	322	28	43
<b>Wyre Forest District Council</b>	228	220	198	248

### **3.0 What is the cost of fly-tipping?**

- 3.1 Calculating the actual cost of dealing with fly-tipping is difficult but the Flycapture system provides an estimated cost of dealing with fly-tipping using a set of standard costs based on the fly-tip sizes – please note therefore these figures should only be used as a guide.

<b>Year</b>	<b>Cost</b>
2005/06	£105,553
2006/07	£70,785
2007/08	£60,571
2008/09	£27,796

### **4.0 Where is the fly-tipping problem?**

- 4.1 Flycapture includes an overview of land types on which fly-tipping is found (see Appendix B) and the following table shows the 3 most common land types where fly-tips have occurred over the last three years (2006/07, 2007/08 and 2008/09). It is important to note that often crews or the officer completing the Flycapture return have to make an assessment and more needs to be done to ensure consistency and accuracy:

<b>Land type</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
<b>Total (all land)</b>	<b>1611</b>	<b>1270</b>	<b>934</b>
Council land	1001	992	725
Footpath/bridleway	326	79	48
Other (unidentified)	109	46	48

- 4.2 In order to tackle the problem, it is essential to identify exactly where in the town fly-tipping is happening. Reports of fly-tipping for 2008/09 and for 2009/10 (April – December) can be broken down into the following areas:

Year	Central	North	South	South west	East
2008/09	310	250	284	91	275
2009/10 (April – Dec)	168	187	183	72	155

4.3 More detailed analysis of fly-tip reports for April – December 2009 show the following five areas to have the highest levels of fly-tipping:

Area	Number of fly-tips reported (April – December 2009)
Winyates West	151
Winyates East	106
Church Hill South	103
Woodrow South	64
Batchley	50

4.4 More detailed figures showing all areas are included at appendix B. Although this is quite detailed information, more work is needed to identify exactly where the fly-tipping is happening in these areas. One of the areas where we will be looking to run targeted campaigns is in Church Hill South where there are highest levels of fly-tipping.

## 5.0 What are the most common kinds of fly-tipped items?

5.1 The following are real examples of items which have been reported as fly-tips:

“Planks of wood, carpets, general rubbish”/ “Metal safety fencing”/ “Exhaust pipe, cartons, cake boxes”/ “Two mattresses, settee & armchair”/ “Dishwasher”/ “Rubbish and soil”/ “Roofing felt from garage roof”/ “Large amount of bread in bags”

5.2 The following table shows the four kinds of fly-tip which have most commonly occurred in Redditch over the last three years (2006/07, 2007/08 and 2008/09) as recorded in Flycapture:

Waste type	2005/06	2006/07	2007/08	2008/09	% of total
Other household waste	661	880	542	424	50%
Black bags household	283	281	301	144	20%
‘Other’*	99	86	121	99	8%
Construction/demolition/excavation	177	100	68	70	8%

\*Cleansing crews use this category when recording details of fly-tips dealt with but it is likely that this is household waste.

## 6.0 Fly-tipping and waste collection

6.1 The majority of fly-tipping in the town is household waste. When the Alternate Weekly Collection (AWC) service was introduced during 2006/07, the levels of fly-tipping increased but levels have dropped in subsequent years (see 2.2 above).

6.2 Since AWC was introduced, the standard size bin provided for residual non recyclable waste is 180 litre. A 180 litre bin is delivered to new properties and where a replacement bin is required but the majority of households still have the larger 240 litre bin which was

originally provided when the town first switched to wheeled bins back in 1994/95. Now that more items can be recycled in the green bins, including bulky items like cartons, other plastic food packaging and heavy card, residents need less capacity in their grey bin.

- 6.3 In 2006, a mini project ran to tackle on-going problems with large amounts of side waste and fly-tipping in Ombersley and Rushock closes. Officers from waste services with support from enforcement and tenancy visited these closes on bin day. Where fly-tipping and side waste was found, doors were knocked and residents were given information about fly-tipping and waste collection services. The outcome was successful and the number of fly-tips in the area reduced and these areas continue to have reduced levels of fly-tipping and side waste. Although resource intensive, there is no doubt that the face to face, high visibility approach is the most successful.
- 6.4 Previously we have also run 'clear outs' which provide residents with the opportunity of placing unwanted items out for collection free of charge. The provision of 'free skips' and 'clear outs' are not considered beneficial as:
- they conflict with the chargeable specials service
  - they work against creating a sense of responsibility for residents dealing with their waste in better ways – e.g. encouraging re-use
  - more waste can be put out for collection that we can deal with
  - hazardous materials can be put out for collection – e.g. asbestos
- 6.5 On-going problems are found at communal bin points, and this links closely with housing services who are responsible for the clearance of bin stores and internal areas where there is dumping. This also links with the project to provide as many households as possible, including flats and hard to reach areas with a recycling collection by the end of 2010 (a requirement of the Household Waste Recycling Act 2003).

## **7.0 Why are items fly-tipped?**

- 7.1 Enforcement and waste management officers have found that when tackled about fly-tipping people often say things like:
- they didn't know about the council's bulky collection service
  - they didn't know they were fly-tipping
  - they didn't really know what fly-tipping is
  - they thought it was okay to place the item out for the council to collect
- 7.2 This indicates that more needs to be done to raise awareness about:
- the council's waste collection services
  - the household waste site
  - what fly-tipping is and that it is illegal

## **8.0 Fly-tipping in housing areas/links with other areas**

- 8.1 The Council own approximately 217 blocks of flats with a communal entry (excluding sheltered schemes). Housing staff record the number and cost of fly-tipping.
- 8.2 Below is a summary of approximate number of recorded fly tips by area:



Area	2007/2008	2008/2009	2009/2010
Town/Abbeydale/Southcrest	38	24	22
Batchley	28	28	8
Woodrow/Greenlands/Oakenshaw	46	37	9
Winyates/Churchill/Matchborough	19	29	27
<b>TOTAL</b>	<b>131</b>	<b>118</b>	<b>66</b>

8.3 Below is a summary of approximate costs for removal of fly tips:

Area	2007/2008	2008/2009	2009/2010
All	£13,112	£10,889	£5,962

- 8.4 Most frequent 'hot spots' for fly-tipping at housing properties are: Evesham Mews, Laurel Close, Batchley 3 Storey flats, Woodrow and Winyates Centre, Dolben Lane, Winslow Close, Lingen Close, Winforton Close, Exhall Close.
- 8.5 Fly tips are reported to Housing staff in a variety of ways, to include; tenants, residents, other council services (eg, Waste Enforcement Officers), Members, other Agencies, Contractors, Housing staff site visits and walkabouts.
- 8.6 Housing services has recognised that fly tipping particularly in communal areas can be an issue and costly to the Authority. During the Housing Review of 2008, the Head of Housing services restructured Tenancy Management Services to be more focused on estate management.
- 8.7 The new roles were introduced in early 2009 and Tenancy Estate Officers are now more proactive on estates and carry out regular site visits. If tenants do fly tip in their communal areas or on housing land, the Tenancy Estate Officer will investigate who is responsible and ask them to remove it. If the fly tip is not removed they will organise the removal and recharge the responsible person(s). If they are unable to establish who is responsible the whole block will be written to and recharged if appropriate.
- 8.8 Also since the Housing restructure Estate Walkabouts lead by Tenancy staff has been introduced which are attended by Residents, Members, Police, Fire Brigade service, landscape officers, waste management officers and any other interested parties. The purpose of the walkabout is to bring agencies and services together to proactively identify estate issues with a joined up approach to finding solutions.
- 8.9 During 2009 Tenancy Estate Officers have identified a number of rubbish disposal issues in communal areas such as Batchley 3 Storey flats and Evesham Mews. Housing staff have been working with tenants and waste management staff to try and find solutions to reduce the number of fly tips. Also during 2008/9 a major project was undertaken in Woodrow Centre, security on communal doors and CCTV cameras were installed. This work has made a significant impact on the safety and security of tenants as well as reduced the amount of fly tipping. If items or rubbish is left on communal landings or stairways, CCTV cameras can be used to identify those responsible. A similar project in Winyates Centre is due to take place during 2010/11.
- 8.10 Fly tipping in gardens can also be an issue and is often reported. Tenants are responsible for keeping their own gardens tidy and clear of rubbish as part of their tenancy conditions. If Tenants breach this part of their agreement Tenancy Estate Officers will take enforcement action against them through the Court.

- 8.11 Housing Service staff work closely with waste and landscape services and the Community Safety team and are currently involved in consultation with residents on Estate Enhancement projects in Matchborough, Borough wide communal cleaning, bin store fires in Church Hill and Security in Dolben Lane flats.
- 8.12 In 2008/9 a major project started to install fire safety equipment in all Council owned communal blocks of flats. As part of this project housing staff have written to all residents asking them to keep their areas clear of rubbish. Weekly fire equipment testing is undertaken by a contractor and fly tips are reported directly to housing staff. Work will continue throughout 2010/11.
- 8.13 As a result of the changes to working practices in Housing Services and new initiatives being introduced you will see from the above tables that the amount of fly tips and our costs incurred have reduced significantly. Housing staff will continue to work with other Council Services and other agencies to continue to make improvements on the estates and save money.

## **9.0 Fly-tipping and Anti Social behaviour**

- 9.1 Areas with higher rates of fly-tipping are generally the areas where there are also issues involving other aspects of Anti-Social Behaviour (ASB). As we know, if someone fly-tips rubbish in a certain spot then the likelihood is that someone else will also come along and fly-tip there as well. This then can possibly give the impression that the area is uncared for and that it doesn't matter if other incidents of ASB are caused.
- 9.2 The ASB Team carry out regular inspections on estates along with enforcement officers, tenancy team, police etc. and one of the things that they look for is any signs of fly-tipping. We know it is important that any fly-tipping etc. is removed as quickly as possible due to the factors mentioned above and also to show residents that we do care about the area that they live in and that we want it maintained to as high a standard as possible.
- 9.3 Recently, there have been a number of instances of arson in the Church Hill area where wheeled bins have been burned. Waste services are now working closely with the fire service, housing and ASB services to ensure that opportunities for wheeled bin arson are removed wherever possible.

## **10.0 National Indicator 196 (BVPI 199d) and Enforcement action**

- 10.1 National Indicator N1 196 monitors performance according to the following criteria and places a higher emphasis on increasing enforcement actions rather than decreasing the number of fly-tips:

	<b>Number of Enforcement Action</b>			
<b>Number of Incidents of Fly-Tipping</b>		<b>Increasing actions</b>	<b>Same level of actions</b>	<b>Decreasing actions</b>
	<b>Decrease</b>	Grading 1- Very Effective	Grading 2- Effective	Grading 2 - Effective
	<b>Same</b>	Grading 3 - Not Effective	Grading 4- Poor	Grading 4 - Poor
	<b>Increase</b>	Grading 3 - Not Effective	Grading 4 - Poor	Grading 4 - Poor

10.2 Enforcement action to tackle fly-tipping, littering and dog fouling continues to play an important part in our efforts to maintain a good quality local environment and the number of enforcement actions taken in Redditch compares well with other Worcestershire authorities.

10.3 All reports of fly-tipping received via the public are passed to enforcement officers to investigate and carry out appropriate action. A staged approach is taken as below and action is taken as appropriate at the discretion of the officer:

- Stage 1 Advice given
- Stage 2 Verbal caution
- Stage 3 Written Warning
- Stage 4 Fixed Penalty Notice
- Stage 5 Court Proceedings

10.4 Last year (2008/09) Redditch Borough Council achieved a level two or 'effective' grade on National Indicator 196 and carried out 813 enforcement actions in relation to fly-tips including:

- Investigation 533
- Warning letter 45
- Statutory notice 19
- Fixed penalty notice 12
- Duty of care inspection 7
- Stop and search 0
- Formal caution 196
- Prosecution 1
- Injunction 0

10.5 The two enforcement officers have been working to tackle fly-tipping proactively by regular site visits with housing officers, the ASB team, local police officers and community support officers. Numbers of complaints for the 3 areas with highest levels of fly-tipping where this sort of work has been taking place are in the table below:

	Church Hill	Winyates	Woodrow
April 2009	21	36	14
May 2009	10	30	10
June 2009	15	31	35
July 2009	21	26	11
August 2009	21	28	15
September 2009	18	39	6
October 2009	12	39	9
November 2009	8	36	8
December 2009	7	22	10

10.6 December's figures show a lower level of fly-tipping than April but there is no clear evidence that the proactive work is having an effect and further investigation is required.

10.7 There is also a need to carry out a 'lean review' of fly-tipping, which will look at how enquiries are dealt with from start to finish. This review will not look at the causes for fly-tipping, but how it is dealt with once received.

### **11.0 Good practice in other authorities**

11.1 Telford & Wrekin Council had similar problems with high levels of fly-tipping of household waste and a very similar AWC collection service to Redditch. They developed a very successful awareness raising and enforcement campaign where, like the small project in Ombersley and Rushock Closes in 2006, officers tackled any side waste and fly-tipping put out on bin day by door knocking, awareness raising and enforcement action for persistent offenders.

### **12.0 Conclusions**

12.1 In Redditch, the most common kind of fly-tip are small amounts of household waste.

12.2 Areas of the town with highest levels of fly-tipping are in the Church Hill, Winyates and Woodrow areas.

12.3 DEFRA states that there are many reasons why fly-tipping occurs. In some cases it is just ignorance and a lack of awareness of the responsibilities of proper waste disposal.

12.4 The 'Worth It' adverts which ran in the local paper in 2006 have been reviewed with a view to run them again during 2010/11 as part of a wider campaign (see improvement plan).

12.5 It is essential that customers know what level of service to expect from us. For example they have to know:

- What they are supposed to do with their waste, how they can get rid of things
- That they are not supposed to put waste out by the side of the bin
- What counts as fly-tipping
- What the Council will do when fly-tipping is found/reported

12.6 Members' views are welcomed on the information given and the approach to fly-tipping and further information and updates can be brought back to Members as the work progresses.

**Attached:**

Appendix A – Draft Improvement Plan – Members comments are welcome on the draft improvement plan for commencement from April 2010

Appendix B – Numbers of fly-tips by area April – December 2009

Appendix C – Overview of Flycapture system

**Appendix A**

**Draft Improvement Plan for reducing fly-tipping and wrongly disposed of waste** (please note lead officer and timescales will be determined by the project group once the plan is finalised)

	<b>Action</b>	<b>Lead Officer</b>	<b>Timescales</b>
1	Of the top 5 areas for fly-tipping, identify exactly where within these areas the fly-tipping is occurring and run 4 targeted campaigns during 2010/11, monitor effects.		
2	Housing and waste management services work closely to improve communal waste collection systems, including better information provided to residents who use these systems – link with provision of recycling to communal properties.		
3	Continue estate walkabouts with housing, tenancy, ASB and police officers and monitor effects.		
4	Monitor estate enhancement works in Winyates Centre – will different bins make a difference; try different mechanisms to see what works.		
5	Provide all residents with improved information about waste collection services and let people know that fly-tipping is illegal ('Worth It' Campaign)		
6	Make people aware of the costs of fly-tipping to their community, e.g. press articles, articles in Redditch Matters, talks to schools.		
7	Features in Redditch Matters - where are hot spots; what costs. People complain we do not give any info. Redditch Matters – look at Estate matters and how enforcement are working with Tenancy/Police e.g. 'Did You Know' section		
8	Monitor effectiveness of ways of communicating with residents wherever possible – e.g. are leaflet drops effective?		
9	Highlight an area to look at – suggest Church Hill North and South and do a report based on the last quarter, on the types of rubbish fly tipped in these two areas.		
10	Analyse why most of the fly tips are within social housing areas compared to private housing areas – look at alternatives and if we as a Council are doing everything we can to help		
11	Learn from other authorities with good practice.		
12	Look at wider impacts of waste collection service – provision to flats, HMOs, hard to reach areas		
13	Work with Waste Forum Partners to ensure consistency and share good practice in how fly-tipping is monitored and dealt with.		
14	Carry out 'Lean' review of fly-tip processes.		
15	Training for cleansing crews on completing Flycapture returns to improve awareness and consistency.		

**Other ideas:**

- We could try leaving an area and not clearing litter/fly-tipping! It would certainly get some media attention.
- Publicity 'name and shame'
- Community Challenge ('Clean up your neighbourhood')

**Funding the Plan**

Existing budgets will be used to fund this work, or where appropriate capital or revenue bids will be submitted for larger scale projects.

**Appendix B**  
**Fly-tipping complaints by area, April – December 2009**

<b>Area</b>	<b>Total no. fly-tips (includes report by crews)</b>
Abbeydale	23
Astwood Bank	5
Batchley	50
Brockhill	13
Callow Hill	8
Church Hill centre	1
Church Hill North	37
Church Hill South	103
Crabbs Cross	29
Arrow Valley	1
Enfield	16
Feckenham	3
Greenlands	35
Headless Cross	20
Hunt End	2
Ipsley	7
Lakeside	43
Lodge Park	38
Matchborough centre	6
Matchborough East	31
Matchborough West	25
North Moons Moat	2
Oakenshaw	51
Park Farm North	3
Riverside	6
Smallwood	21
South Moons Moat	1
Southcrest	22
St Georges	7
Town Centre	21
Walkwood	9
Washford	3
Webheath	5
Winyates Centre	42
Winyates East	106
Winyates Green	8
Winyates West	151
Wirehill	3
Woodrow Centre	15
Woodrow North	41
Woodrow South	64



## APPENDIX C

### Overview of Flycapture system

Flycapture is a web based fly-tipping database managed on behalf of DEFRA by the Environment Agency. It has been operational since April 2004 and all authorities are required to submit monthly returns into the database, recording details of all fly-tips dealt with and enforcement actions taken to tackle fly-tipping. As well as a database it aims to be a strategic tool to help authorities to improve intelligence on fly-tipping and focus resources on fly-tip hot spots.

Flycapture is split into two screens. Screen one is for the recording of the number of incidents of fly-tipping dealt with and other details and screen two records details relating to actions taken. The total number of incidents and actions then have to be broken down against each of the headings as shown in the tables in appendix 1.

Detailed guidance is provided to authorities in completing these sections, including how to define a fly-tip and its size and what the different land categories and fly-tip types include.

**Table 1 - Information recorded in Screen One (incidents):**

Total incidents by land type:	Total incidents by waste type:	Total incidents by size:
<ul style="list-style-type: none"> <li>• Highway</li> <li>• Footpath/bridleway</li> <li>• Back alleyway</li> <li>• Railway</li> <li>• Council land</li> <li>• Agricultural</li> <li>• Private – residential</li> <li>• Commercial/industrial</li> <li>• Watercourse/bank</li> <li>• Other (unidentified)</li> </ul>	<ul style="list-style-type: none"> <li>• Animal carcass</li> <li>• Green</li> <li>• Vehicle parts</li> <li>• White goods</li> <li>• Other electrical</li> <li>• Tyres</li> <li>• Asbestos</li> <li>• Clinical</li> <li>• Construction/demolition/excavation</li> <li>• Black bags commercial</li> <li>• Black bags household</li> <li>• Chemical drums oil or fuel</li> <li>• Other household waste</li> <li>• Other commercial waste</li> <li>• Other (unidentified)</li> </ul>	<ul style="list-style-type: none"> <li>• Single item</li> <li>• Single black bag</li> <li>• Car boot load or less</li> <li>• Small van load</li> <li>• Transit van load</li> <li>• Tipper lorry load</li> <li>• Significant multiple loads</li> </ul> <p>Standard costs are built into the database for each of these sizes and this calculates the cost of dealing with fly-tipping that month.</p>

**Table 2 - Information recorded in Screen Two (actions):**

Total number of actions completed:	Total number of prosecution outcomes:	Total number of fines:
<ul style="list-style-type: none"> <li>• Investigation</li> <li>• Warning letter</li> <li>• Statutory notice</li> <li>• Fixed penalty notice</li> <li>• Duty of care inspection</li> <li>• Stop and search</li> <li>• Formal caution</li> <li>• Prosecution</li> <li>• Injunction</li> </ul>	<ul style="list-style-type: none"> <li>• Absolute conditional discharge</li> <li>• Community service</li> <li>• Fine</li> <li>• Custodial sentence</li> <li>• Paid fixed penalty notice</li> <li>• Cases lost</li> <li>• Other successful</li> </ul>	<ul style="list-style-type: none"> <li>• £0 to £50</li> <li>• £51 to £200</li> <li>• £201 to £500</li> <li>• £501 to £1,000</li> <li>• £1,001 to £5,000</li> <li>• £5,001 to £20,000</li> <li>• £20,001 to £50,000</li> <li>• over £50,000</li> </ul>





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No Direct Ward Relevance

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### PORTFOLIO HOLDER ANNUAL REPORTS: QUESTIONS AND SUBJECTS FOR DISCUSSION WITH COUNCILLOR BRUNNER, PORTFOLIO HOLDER FOR COMMUNITY SAFETY

The following questions have been suggested by members of the Overview and Scrutiny Committee. These questions will be posed to Councillor Brunner, Portfolio Holder for Community Safety, at the Overview and Scrutiny Committee meeting on Wednesday 17th March 2010.

- 1) Why has the Community Safety Advisory Panel not met this year?
- 2) What do you view as being the remit of this Panel as opposed to the remit of the new Crime and Disorder Scrutiny Panel?
- 3) What evidence supports the assessment that fire coverage in Redditch has not been adversely affected by the reduction in manpower?
- 4) Which projects that have been delivered do you think have had the greatest impact on Community Safety in the Borough and why?
- 5) Are there any plans to extend CCTV coverage in the Borough? If not, why not?

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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 14<sup>th</sup> 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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### WORK PROGRAMME

(Report of the Chief Executive)

Date of Meeting	Subject Matter	Officer(s) Responsible for report
<b>ALL MEETINGS</b>	<b>REGULAR ITEMS</b>	<b>(CHIEF EXECUTIVE)</b>
	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 Annual Update on the Implementation of the Civil Parking Enforcement Scheme	Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive
	<b>REGULAR ITEMS</b> 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><b>REGULAR ITEMS</b></p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> <li>1. the Dial-A-Ride Task and Finish Group;</li> <li>2. the Local Strategic Partnership Task and Finish Group; and</li> <li>3. Joint Worcestershire Hub Scrutiny.</li> </ol>	
	<p><b>REGULAR ITEM</b></p> <p>Oral update on the work of the Crime and Disorder Scrutiny Panel.</p>	
<b>OTHER ITEMS - DATE FIXED</b>		
<b>17th March 2010</b>	Bus Pass Scheme – County Provision - Report	Relevant Lead Head of Service
<b>17th March 2010</b>	Council Flat Communal Cleaning – Consultation Outcomes	Relevant Lead Head of Service
<b>17th March 2010</b>	Good Scrutiny Awards – consideration of the draft submission	Relevant Lead Head of Service
<b>17th March 2010</b>	Portfolio Holder for Community Safety – Annual Report	Relevant Lead Head of Service



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<b>17th March 2010</b>	Quarterly Budget Report – Third Quarter 2009/10.	Relevant Lead Head of Service
<b>17th March 2010</b>	Quarterly Performance Report – Third Quarter 2009/10.	Relevant Lead Head of Service
<b>17th March 2010</b>	Questions for the Portfolio Holder for Community Leadership and Partnership Annual Report	
<b>17th March 2010</b>	Update on fly tipping and the Progress of the 'Worth It' Campaign.	Relevant Lead Head of Service
<b>7th April 2010</b>	Business Centre Review – Pre-Scrutiny	Relevant Lead Head(s) of Service
<b>7th April 2010</b>	Overview and Scrutiny Annual Report – Finalising Content	Relevant Lead Head of Service
<b>7th April 2010</b>	Portfolio Holder for Community Leadership and Partnership – Annual Report	
<b>7th April 2010</b>	Scrutiny Recommendations – Monitoring Report	Relevant Lead Head of Service
<b>7th April 2010</b>	Sub-Regional Choice Based Lettings Scheme – Pre-Scrutiny	Relevant Lead Head of Service
<b>7th April 2010</b>	Work Programme Planning Event – consideration of items to be addressed during the event	Relevant Lead Head of Service

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<b>28th April 2010</b>	Fees and Charges Task and Finish Group – Update on Implementation of the Charging Policy	Relevant Lead Head of Service
<b>28th April 2010</b>	Gender Equalities – Update Report	Relevant Lead Head of Service
<b>28th April 2010</b>	Youth Employment at Redditch Borough Council - Report	Relevant Lead Head of Service
<b>23rd June 2010</b>	Performance Outturn Report	Relevant Lead Head of Service
<b>14th July 2010</b>	Disabled Facilities Grants and the Lifetime Grant – scrutiny of the Countywide Scheme	Relevant Lead Head of Service
<b>19th August 2010</b>	Neighbourhood Groups Task and Finish Group – Monitoring Report	Relevant Lead Head of Service
<b>19th August 2010</b>	Review of Ditches – Update Report	Relevant Lead Head of Service
<b>15th September 2010</b>	Quarterly Performance Monitoring Report – First Quarter	Relevant Lead Head of Service
<b>8th December 2010</b>	Quarterly Performance Monitoring Report – Second Quarter	Relevant Lead Head of Service
<b>19th January 2011</b>	National Angling Museum Task and Finish Group – Update on Actions	Relevant Lead Head of Service

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<b>19th January 2011</b>	Local Strategic Partnership – Final Report	Relevant Lead Head of Service
<b>9th February 2011</b>	Civil Parking Enforcement - Annual Monitoring Report	Relevant Lead Head of Service
<b>2nd March 2011</b>	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.	Relevant Lead Head of Service
<b>June 2011</b>	Third Sector Task and Finish Group – Stage Two Update on Responses to the Group’s Recommendations	Relevant Lead Head of Service
<b>OTHER ITEMS – DATE NOT FIXED</b>		
	Civil Parking Enforcement – Monitoring Report	Relevant Lead Head of Service
	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

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	Private Sector Home Support Service – Pre-Scrutiny	Relevant Lead Head of Service
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