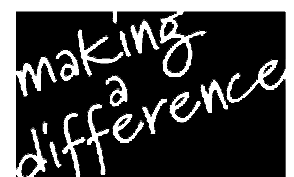


# Overview and Scrutiny Committee

Wednesday, 23rd June,  
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  
Overview and Scrutiny Support Officer**

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

**Tel: 01527 64252 (Ext. 3268) Fax: (01527) 65216**

**e.mail: [jess.bayley@redditchbc.gov.uk](mailto:jess.bayley@redditchbc.gov.uk)**

**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

Wednesday, 23rd June, 2010

7.00 pm

Committee Room 2 Town Hall

## Agenda

### Membership:

Cllrs:	Diane Thomas (Chair) Anita Clayton (Vice-Chair) Kath Banks Bill Hartnett Robin King	William Norton Brenda Quinney Mark Shurmer Graham Vickery
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<p><b>1. Apologies and named substitutes</b></p>	<p>To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.</p>
<p><b>2. Declarations of interest and of Party Whip</b></p>	<p>To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.</p>
<p><b>3. Minutes</b></p>	<p>To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.</p> <p>(Minutes to follow)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>4. Actions List</b> (Pages 1 - 4)  C Felton, Head of Legal, Equalities and Democratic Services</p>	<p>To note the contents of the Overview and Scrutiny Actions List.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>5. Call-in and Pre-Scrutiny</b>  C Felton, Head of Legal, Equalities and Democratic Services</p>	<p>To consider whether any Key Decisions of the Executive Committee's most recent meeting(s) should be subject to call-in and also to consider whether any items on the Forward Plan require pre-scrutiny.</p> <p>(No separate report).</p> <p><b>(No Specific Ward Relevance)</b></p>

# Overview and Scrutiny

Committee

Wednesday, 23rd June, 2010

<p><b>6. Task &amp; Finish Reviews - Draft Scoping Documents</b></p> <p>C Felton - Head of Legal, Equalities and Democratic Services</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>7. Task and Finish Groups - Progress Reports</b></p> <p>(Pages 5 - 16)</p> <p>C Felton - Head of Legal, Equalities and Democratic Services</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 G Hopkins.</li></ol> <p>(Oral reports and written report attached)</p> <p><b>All Wards</b></p>
<p><b>8. Bus Pass Scheme: County Provision - Update</b></p> <p>(Pages 17 - 20)</p> <p>A Heighway, Head of Community Services</p>	<p>To receive an update on progress to date regarding the bus pass scheme for the County.</p> <p>(Oral report).</p> <p><b>All Wards</b></p>
<p><b>9. Charging Policy - Monitoring Report</b></p> <p>(Pages 21 - 32)</p> <p>T Kristunas, Head of Finance and Resources</p>	<p>To monitor the impact of the Council's Charging Policy, produced by the Fees and Charges Task and Finish Group in 2008, on the Council's process for setting fees and charges.</p> <p>(Report attached and oral report to follow).</p> <p><b>All Wards</b></p>
<p><b>10. Consolidated Revenue Outturn - Financial Year 2009/10</b></p> <p>(Pages 33 - 52)</p> <p>T Kristunas, Head of Resources</p>	<p>To provide members with an overview of the budget, including the achievement of approved savings as at the end of Quarter 4, 2009/10.</p> <p>(Report attached).</p> <p><b>(No Specific Ward Relevance)</b></p>

# Overview and Scrutiny

Committee

Wednesday, 23rd June, 2010

<p><b>11. Quarterly Performance Monitoring - Quarter 4 - January to March 2010</b></p> <p>(Pages 53 - 72)</p> <p>H Bennett - Director of Policy, Performance and Partnerships</p>	<p>To consider the quarterly performance report, showing indicators which have improved, declined or remained static when compared to the same period in the previous year.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>12. Items for Scrutiny - Suggestions from the Corporate Management Team</b></p> <p>(Pages 73 - 74)</p> <p>H Bennett - Director of Policy, Performance and Partnerships</p>	<p>To consider a list of suggested items for scrutiny proposed by the Council's Corporate Management Team and to determine which of these subjects may be suitable for inclusion on the Committee's Work Programme during the year.</p> <p>(Report attached)</p> <p><b>(Various Wards)</b></p>
<p><b>13. Worcestershire Enhanced Two Tier (WETT) Regulatory Service - Questions Regarding the Service</b></p> <p>C Felton - Head of Legal, Equalities and Democratic Services</p>	<p>To propose a list of questions regarding the Worcestershire Enhanced Two Tier (WETT) Regulatory Service to be addressed by relevant Officers in a presentation before members at the following meeting of the Committee.</p> <p>(Oral report).</p> <p><b>All Wards</b></p>
<p><b>14. Worcestershire County Council - Suggestions for Scrutiny</b></p> <p>(Pages 75 - 76)</p> <p>C Felton - Head of Legal, Equalities and Democratic Services</p>	<p>To suggest appropriate items, if any for the consideration of Worcestershire County Council's Overview and Scrutiny Committees. These Committees are listed below:</p> <ul style="list-style-type: none"><li>• Overview and Scrutiny Performance Board;</li><li>• Adult Care and Wellbeing Overview and Scrutiny Panel;</li><li>• Children and Young People Overview and Scrutiny Panel;</li><li>• Environment and Economy Overview and Scrutiny Panel; and</li><li>• Resources Overview and Scrutiny Panel.</li></ul> <p>(Report attached)</p> <p><b>All Wards</b></p>

# Overview and Scrutiny

Committee

Wednesday, 23rd June, 2010

<p><b>15. Referrals</b></p> <p>(Pages 77 - 90)</p> <p>H Bennett - Director of Policy, Performance and Partnerships</p>	<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><li>- The LSP Task and Finish Group – staff volunteering policy</li></ul> <p>(Reports attached).</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>16. Work Programme</b></p> <p>(Pages 91 - 96)</p> <p>C Felton, Head of Legal, Equalities and Democratic Services</p>	<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>
<p><b>17. Exclusion of the Press and Public</b></p>	<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> <p><b>(No Specific Ward Relevance)</b></p>



**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. The Panel is due to consider suggested items for scrutiny at a forthcoming meeting on 15th July 2010. Lead Officer, Overview and Scrutiny Support Officer, estimated completion date, 15th July 2010. (TO BE DONE).
3rd February 2010  <b>2</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 have advised that an answer to this question will be provided at this meeting of the Committee. Lead Officer, Head of Finance and Resources, estimated completion date, 23/06/10. WILL BE DONE SOON.
17th March 2010  <b>3</b>	Members were disappointed to learn that there had been a low response level to the consultation process that had been undertaken regarding the communal cleaning contract for Council properties.	More focussed consultation is in the process of being undertaken starting in Exhall Close and Winyates. TO BE DONE. Lead Officer, Head of Housing and estimated completion date, July 2010.
17th March 2010  <b>4</b>	Members received an Annual Report from the Portfolio Holder for Community Safety. They requested that the information relating to the performance of the Fire Authority, which was presented at meetings of the Redditch Community Safety Partnership's Tasking Group, be incorporated into the performance reports that were regularly presented for Members' consideration.	Officers to ensure that details about the Fire Authority's performance be incorporated into the performance reports considered by the Executive and Overview and Scrutiny Committee from 2010/11 onwards. TO BE DONE. 27th July for the 8th September meeting of the Executive Committee when the first performance report for 2010/11 is due to be considered.

<p>28th April 2010</p> <p><b>5</b></p>	<p>Gender Equalities was considered by the Committee. Members agreed that the subject of the causes and consequences of violence against women and girls, one of the four main issues identified for gender equalities work, should be scrutinised in further detail by the Crime and Disorder Scrutiny Panel.</p>	<p>The subject should be referred for the consideration of the Panel at a forthcoming meeting on 15th July 2010. Lead Officer, Overview and Scrutiny Support Officer, estimated completion date, 15th July 2010. TO BE DONE.</p>
<p>2nd June 2010</p> <p><b>6</b></p>	<p>Members requested that a letter be sent to former councillor Phil Mould thanking him for his hard work when acting as Chair of the Overview and Scrutiny Committee.</p>	<p>The letter was sent to Phil Mould on Friday 18th June. DONE.</p>
<p>2nd June 2010</p> <p><b>7</b></p>	<p>Members agreed that it would be appropriate for the Overview and Scrutiny Committee to consider the WETT Regulatory Service in further detail at a future meeting.</p>	<p>The Overview and Scrutiny Committee's Work Programme has been amended accordingly and the item will be considered at a meeting of the Committee on 14th July 2010. DONE.</p>
<p>2nd June 2010</p> <p><b>8</b></p>	<p>Members requested that they have an opportunity to pre-scrutinise a report on the subject of Garden Waste collection at a forthcoming meeting of the Committee.</p>	<p>The Committee's Work Programme has been amended accordingly. DONE.</p>
<p>2nd June 2010</p> <p><b>9</b></p>	<p>Members requested that Councillor Hopkins, the Council's co-opted representative recently appointed to the Joint Worcestershire Hub Scrutiny Task Group, be invited to attend the following meeting of the Committee to discuss the review.</p>	<p>Councillor Hopkins has accepted an invitation to attend this meeting of the Overview and Scrutiny Committee. (WILL BE DONE DURING THIS MEETING).</p>
<p>2nd June 2010</p> <p><b>10</b></p>	<p>The Committee requested an update report on the baseline position for management of the bus pass scheme by Worcestershire County Council.</p>	<p>Officers are due to deliver this update report at this meeting. (WILL BE DONE DURING THIS MEETING).</p>

<p>2nd June 2010</p> <p><b>11</b></p>	<p>Members endorsed Officers' recommendations regarding the future of the business Centres, subject to an amendment to Appendix 6 to the report.</p>	<p>The recommendations of the Overview and Scrutiny committee were reported for the consideration of the Executive Committee on 16th June 2010.</p>
<p>2nd June 2010</p> <p><b>12</b></p>	<p>Members requested that the Scrutiny Work Programme Planning Event take place as soon as possible and that the issues proposed by the Committee in the previous municipal year be approved.</p>	<p>The Redditch Scrutiny Work Programme Planning Event is due to take place on Monday 26th July from 6.00 pm. WILL BE DONE SOON.</p>



**Overview & Scrutiny**  
Committee

23rd June 2010

7.00pm

Committee Room 2, Town Hall

**ITEM 7b**

**OVERVIEW AND SCRUTINY:  
JOINT WORCESTERSHIRE HUB  
SCRUTINY TASK GROUP  
APPROVED TERMS OF REFERENCE FOR  
THE REVIEW**

**COVER PAGE**



## SCRUTINY PROPOSAL - THE WORCESTERSHIRE HUB

### Summary

1. The Overview and Scrutiny Performance Board (OSPB) is asked to consider a scrutiny proposal to establish a scrutiny task group to look at the Worcestershire Hub.

### Background

2. Following a Notice of Motion put to the meeting of the County Council on 25 June 2009, stating that 'Residents are becoming increasingly frustrated at the difficulty in accessing the Hub and obtaining a response to their enquiries'. The topic was added to the OSPB's long list of suggested issues for scrutiny.

3. Consequently, the OSPB at its meeting on 10 September 2009 identified the Worcestershire Hub as a priority for scrutiny and it was included in the Scrutiny Work Programme, which was approved by the County Council at its meeting on 1 October 2009.

4. The OSPB further agreed that the Worcestershire Hub would be subject to an in depth scrutiny exercise and a scrutiny proposal would be developed for further discussion.

### Suggested Terms of Reference

5. The suggested terms of reference are to look at:

- The development of the Worcestershire Hub, including the shared service.
- How to make the Worcestershire Hub fit for purpose in the future.
- Differences in provision across Worcestershire, what they are and why they exist?
- What are the gaps in provision and what are the opportunities?

### Issues Suitable for Scrutiny

6. The OSPB agreed to use a set of criteria (listed below) to help determine its scrutiny programme. A topic does not need to meet all of these criteria in order to be scrutinised, but they are intended as a guide for prioritisation.

- Is the issue a priority area for the Council?
- Is it a key issue for local people?
- Will it be practicable to implement the outcomes of the scrutiny?
- Are improvements for local people likely?
- Does it examine a poor performing service?
- Will it result in improvements to the way the Council operates?
- Is it related to new Government guidance or legislation?

**Next Steps**

7. Other points which need to be taken into account when considering whether to review a particular issue are:

- is the subject specific? – to ensure that task groups understand exactly what they are scrutinising; and
- is it achievable within a realistic timescale?

**Supporting Papers**

8. Members are asked to take into account issues raised in paragraphs 6 and 7 above and determine whether they wish to set up a scrutiny task group on the Worcestershire Hub and if so to consider, comment on and agree the terms of reference for the scrutiny.

Appendix 1 - Scrutiny Proposal: The Worcestershire Hub

**Contact Points**

**County Council Contact Points**

Worcester (01905) 763763, Kidderminster (01562) 822511 or Minicom: Worcester (01905) 766399

**Specific Contact Points for this Report**

Alyson Grice/Samantha Morris, Overview and Scrutiny Officers, Corporate Services Directorate (Ext 6619);  
email: [agrice@worcestershire.gov.uk](mailto:agrice@worcestershire.gov.uk)  
[sjmorris@worcestershire.gov.uk](mailto:sjmorris@worcestershire.gov.uk)

**Background Papers**

In the opinion of the proper officer (in this case the Director of Corporate Services) the following are the background papers relating to the subject matter of this report.

- Agenda papers and minutes relating to the meeting of the County Council on 25 June 2009; and
- Agenda papers and minutes relating to the OSPB meeting on 10 September 2009.



**DRAFT****Scrutiny Proposal****BACKGROUND**

<b>Topic: Worcestershire Hub Scrutiny</b>			
Background to the issue	<p>The Worcestershire Hub is the first point of contact for the public and has a key role to play in transforming customer services.</p> <p>The topic was initiated by Council following a Notice of Motion to Council in June 2009 which stated that 'Residents are becoming increasingly frustrated at the difficulty in accessing the Hub and obtaining a response to their enquiries. The areas of concern include the length of time taken to answer calls and the lack of feedback.</p> <p>The Overview and Scrutiny Performance Board identified the Worcestershire Hub as a priority for scrutiny at its meeting on 10 September 2009 and it was subsequently included in the scrutiny work programme, which was approved by Council on 1 October 2009.</p>		
Terms of reference of scrutiny	<p><b>To look at:</b></p> <ul style="list-style-type: none"> <li>• <b>The development of the Worcestershire Hub, including the shared service</b></li> <li>• <b>How to make the Worcestershire Hub fit for purpose in the future</b></li> <li>• <b>Differences in provision across Worcestershire, what they are and why they exist?</b></li> <li>• <b>What are the gaps in provision and what are the opportunities?</b></li> </ul>		
Scrutiny Officer & Scrutiny Liaison Officer support	<p>Emma James / Jo Weston, Overview and Scrutiny Officers</p> <p>Suzanne O'Leary, Overview and Scrutiny Manager</p> <p>Scrutiny Liaison Officers across Directorates</p>		
<b>Suitability for scrutiny. Which of the following criteria does it meet?</b>			
<i>Is the issue a priority area for the Council?</i>	Yes	<i>Does it examine a poorly performing service?</i>	<i>Recently the service has been under strain</i>
<i>Is it a key issue for local people?</i>	Yes	<i>Has it been prompted by new Government guidance or legislation?</i>	No
Will it be practicable to implement the outcomes of the scrutiny?	Yes	<i>Will it result in improvements to the way the Council operates?</i>	Yes

<i>Are improvements for local people likely as a result?</i>	Yes	
<b>Scope of scrutiny</b> (what issues will it cover and what won't it cover)	<p>The Worcestershire Hub includes the county council and the six district councils. Therefore, although this scrutiny has been initiated and will be led by the county council, it is proposed that the task group will co-opt a member from each district council. This model has been selected to fully involve the districts, and keep working arrangements as simple as possible, to allow this scrutiny to progress quickly.</p> <p>The scope of the scrutiny exercise will cover:</p> <p>The whole of the Worcestershire Hub - countywide          The journey of the Worcestershire Hub          Worcestershire Hub Shared Service (WHSS)          Performance – traditionally, currently, plans          Specific services          Differences across local centres and districts          Future development</p>	
<b>Advantages to conducting scrutiny &amp; Indicators of success (ie how will you know a good scrutiny has been done?)</b>	<p>A good scrutiny exercise will...</p> <ul style="list-style-type: none"> <li>• Channel the concerns of both the county and district councils, providing a more efficient and effective method of scrutinising the Hub (a one-hit exercise)</li> <li>• Increase understanding of the Worcestershire Hub – what it is, what it isn't, journey of the Worcestershire Hub, where there are challenges, achievements, performance, local differences, range of services, access to information, Worcestershire Hub Shared Service, development plans, etc.</li> <li>• Provide clarity as to the role of the Worcestershire Hub – generally and for specific services</li> <li>• Recognise and understand achievements, the current position and challenges</li> <li>• Provide support and help shape the development of the Worcestershire Hub for the benefit of customers</li> <li>• Shape the performance framework and communications plans (communication with members)</li> <li>• Shape plans for expansion of the Worcestershire Hub Shared Service</li> <li>• Have potential to simplify the governance arrangements</li> </ul>	
<b>Has anyone else examined the issue? Views of External Bodies on doing this scrutiny?</b>	<p>Overview &amp; Scrutiny of South Worcestershire Revenues and Benefits Shared Services – currently being undertaken by Malvern Hills District Council, Worcester City Council and Wychavon District Council.</p>	

Any disadvantages or pitfalls to conducting this scrutiny?	<p>Important to include concerns of the individual district councils.</p> <p>Keeping on track – the Hub is a large and complex topic.</p> <p>Logistics involved in liaising with all of the district councils and a larger task group, which may slow down the pace of the scrutiny.</p> <p>Overcoming common perceptions - important to make sure all task group members share the same knowledge base at the start of the scrutiny.</p> <p>Concentrate on what outcomes the scrutiny can achieve for the future, rather than focusing on the past.</p>
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### **INFORMATION NEEDS**

Key Documents, Reports & Data required	<p>There is a huge amount of information available, and it is therefore important to clarify what information is needed and why.</p> <p>History / Background – partners, structure, performance, services Worcestershire Hub Business Case – 2008 Governance Joint Committee (JC) details – Legal Agreement Joint Committee Reports Performance Reports Service details Local differences Direction Development Plan (WIP)</p>
Possible interviewees (who to question)	<p>Worcestershire Hub Shared Service District Councils Chief Executives Heads of Service – key service areas Chair / Vice Chair of Joint Committee Worcestershire Hub Strategic Management Group Worcestershire Hub Operational Management Group</p>
Site Visits (where to visit)	<p>WHSS Contact Centre Customer Service Centres Are there any local authority examples of excellence?</p>
Types of meeting/ consultation needed? (eg workshops/ focus groups/ public meetings/ questionnaires etc)	<p>Consider how to consult the public, starting with existing practices and plans (e.g. Citizens' Panel, Compliments and Complaints data)</p> <p>Councillor questionnaire?</p>
Media & publicity needs? (eg. Press releases, newspaper ads/leaflets/web features)	<p>Likely to attract media interest – liaise with Member Communications Officer</p>

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**OUTLINE TIMETABLE**

Proposal to OSPB	10 December 2009
Evidence Gathering	January 2010 – March 2010
Scrutiny Report drafting	April 2010
Scrutiny Report to OSPB	June 2010
Scrutiny Report to Cabinet	July 2010

**Joint Worcestershire Hub Scrutiny  
Redditch Borough Council Representative's Update**

The following notes were recorded during a meeting of the Joint Worcestershire Hub Scrutiny Task Group on Monday 7th June at Redditch Town Hall in the Chief Executive's Office by Councillor Gay Hopkins, Redditch Borough Council's representative on the Group.

It was made clear during the meeting that Redditch and Bromsgrove had not agreed to have a shared service approach to the Hub. As Redditch retained a housing stock many of the calls received by the Hub in Redditch related to housing, maintenance, rents, repairs etc. and Redditch had a very high volume of calls. Redditch also used a number of bespoke systems such as PayPal for customers paying Council rents. These could be accessed at a number of local shops and neighbourhood offices. This helped to reduce the flow of customers within the Town Hall and was more convenient for some customers. Increasingly, the Council was also encouraging residents to use direct debit for payments for Council services.

Bromsgrove had not retained a housing stock and therefore the types of enquiries received there and the use made of the Hub tended to be different. The Hub had had a major impact in Bromsgrove following the introduction of the service in 2005. Many enquiries were dealt with at the level of the Hub which had helped to reduce the amount of time spent by back office staff on responding to enquiries. For example, out of a sample of 600 calls in a given period only 100 would be referred to a back office function. One consequence of this had been that the length of calls had often become longer, particularly when responding to more complicated enquiries.

The Chief Executive of Redditch Borough Council confirmed that he believed that the Worcestershire Hub represented value for money. However, assessing the value of the service needed to be explored in further detail. It was questioned whether assessment of the quality of the service should only focus on response times to customer calls and it was suggested that it should also include asking residents whether the Hub was delivering the job they expected and meeting their needs.

The performance of the quality of the customer service delivered by the Worcestershire Hub was measured face to face through the completion of 100 questionnaires per month. The questionnaires contained performance related questions.

It was argued that the focus of each branch of the Worcestershire Hub needed to remain local as it was important for the customer to feel that the operator had local knowledge. A number of examples were provided to illustrate this point and it was noted that in circumstances where the operator was not familiar with the area it made it difficult for them to relate to the issue reported by a customer, particularly if it referred to a particular location.

In the south of the county there appeared to be longer call times for the Hub. There were also Welfare Officers available to meet with residents to help them to complete forms.

There were particular arrangements in place for responding to complicated enquiries. In these cases the operator recorded all the relevant details provided by a customer. These details were then referred to the back office function and a relevant Officer was required to call the customer to provide a response.

The Benefits team in Bromsgrove had a VRA voice recognition analysis system. This system was used when responding to benefits calls. The system operated by identifying both high and low risks and aimed to improve the speed of processing benefits claims and taking calls away from the Customer Service Centre. Some low risk claims could easily be processed and finalised for payment within a 48 hour period.

At both Redditch and Bromsgrove Councils there were Customer Service Managers and both attended this meeting. There did not appear to be a specific structure for operating Hub branches throughout the county. Instead, Hub branches appeared to operate in diverse ways from location to location reflecting local needs and service delivery.

On 15th July a new Head of Customer Services would start work at Redditch and Bromsgrove Councils. This Officer would be working to implement a more customer focussed service with an ultimate aim to reduce the number of calls to the Hub. Increasingly, residents would be encouraged to use the internet rather than to call the Hub. It was also intended that there would be regular meetings for all of the relevant Customer Services Managers in the County with responsibility for the Hub.

A number of changes were already being implemented. For example, Bromsgrove had one telephone number for their revenue and benefits service and this reduced the number of enquiries that were referred on to the back office. Redditch was in the process of introducing a similar system and expected that there would similarly be a reduction to the number of enquiries referred to their back office services.

During the course of the meeting it was confirmed that the current internal recharge allocated to the Library Service to support the Hub was £750,000. Worcestershire County Council also paid a significant percentage towards the costs for each district operating the Hub across the county which was in proportion to the level of County Council services provided from each District Customer Service Centre.

**Joint Worcestershire Hub Scrutiny  
Questions for Councillor Hopkins**

Councillor Gay Hopkins was recently appointed to act as the co-opted representative for Redditch Borough Council on the Joint Scrutiny Worcestershire Hub Task Group. This appointment was made mid way through the review and Councillor Hopkins has attended one meeting of the Group (Councillor Hopkins's notes from this meeting are attached for further consideration).

Members of the Overview and Scrutiny Committee have proposed the following questions for Councillor Hopkins' consideration regarding this matter:

- 1) What stage has the Joint Worcestershire Hub Scrutiny Task Group reached in the review of the Worcestershire Hub service?
- 2) What actions are likely to be suggested to improve the delivery of the service?
- 3) During the course of the Neighbourhood Groups review in Redditch we consulted with residents who frequently complained about the Worcestershire Hub at Neighbourhood Group meetings. Has any attempt been made during the review to consult with residents about the service? (Please elaborate).
- 4) What measures are being taken to improve the Worcestershire Hub Telephone Service?





**Concessionary Fares Briefing Note**  
**23rd June 2010**

The Pre-Budget Report in December 2009 included a package of reforms to concessionary bus travel in England, including 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 1st April 2011 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 July 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**

The age of eligibility for concessionary bus travel has been altered 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. Concessionary Fares 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 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:

- a) 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.
- b) Companion passes.
- c) Reimbursement of community transport schemes.

DfT has confirmed that orders have been placed confirming Worcestershire County Council as the Travel Concession Authority and removing all powers from District Councils to create enforceable concessions. Although Districts will no longer have enforcement powers to use with Bus Operators to create discretionary enhancements to the statutory national scheme but may use their well being powers to fund concessions and this is a practical way of retaining some concessions such as Community Transport.

DfT will fund Worcestershire County Council for the statutory scheme only and national funding will be reduced by £180 million per year to reflect reduced administration costs, changes in eligibility and potential changes to the method of reimbursement for bus operators. Levels of funding will be clearer after October 2010.

DfT and LGA suggest that districts councils may wish to fund their County Council's to retain discretionary enhancements such as pre 09:30 weekday travel. However the County will need to provide a uniformed approach across all districts as it will not be practical to implement a fragmented scheme.

Funding of Companion passes is not an issue as the level of resource required is relatively small in relation to the overall cost of the scheme. District Councils retain the capability to fund Community Transport by using their wellbeing powers.

**5. The Worcestershire Scheme**

The Scheme must be reissued every year, and the first draft must be provided to Operators for consultation by 1st December of each year, 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-9.30 a.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 although JMP Consulting will provide an estimate by the end of June 2010.

- b) WCC has also raised the issue of branding of the passes. These currently carry the logos of the District Council on the front of the card, with small monochrome logos of the Worcestershire Hub and Worcestershire County Council (headed "supported by") on the reverse.

Under the current legislation the front of the card must carry the logo of the Travel Concession Authority, therefore cards issued after 1<sup>st</sup> April 2011 will therefore carry Worcestershire County Council logo on the front of the card. It is possible to include a small RBC logo on the reverse of the card but this will not be in a prominent position.

If RBC were to fund additional concessions that only applied to residents of the Borough, the use of the Concessions Pass as evidence of entitlement will present a problem after 1st April 2011.

**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.



**Executive  
Committee**

No Direct Ward Relevance

**23rd April 2008**

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**8. CHARGING POLICY AND PROCEDURES**

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(Report of the Borough Director))

**1. Purpose of Report**

To present for Members' consideration a draft Charging Policy and Procedure for Redditch Borough Council.

**2. Recommendation**

**The Committee is asked to RECOMMEND that**

**the Council approve and adopt the Charging Policy and Procedure, as set out in Appendix A to the report.**

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

Financial

- 3.1 The Charging Policy and Procedure will facilitate a holistic approach to setting fees and charges at Redditch Borough Council. A comprehensive summary of the financial implications are set out in the covering report below.

Legal

- 3.2 There are no direct legal implications.

Policy

- 3.3 The Charging Policy and Procedure will constitute a new policy for Redditch Borough Council.

Risk

- 3.4 There is a risk that with formal policy and procedures individuals might not be treated equitably. However, equity of access is addressed in the Charging Policy and Procedure with concessions recommended for particular social groups including; young people less than 16 years of age; full time students; senior citizens in receipt of means tested benefit; people with a disability in receipt of means tested benefit; and individuals on low incomes or in receipt of means tested benefit.

**Report****4. Background**

- 4.1 Local authorities have a wide range of powers to charge for a variety of services. The revenue generated through fees and charges is an increasingly important source of income for local authorities. However, currently Redditch Borough Council does not have an adopted Charging Policy.
- 4.2 Currently charges are reviewed annually by the Executive Committee. Fees and charges are generally increased in line with inflation. Members have not tended to carry out detailed reviews of charging levels in comparison with the Council's Priorities in part because the volume of information is large and timescales are short.
- 4.3 The Fees and Charges Task and Finish review was initiated in July 2007 to scrutinise the Council's approach to charging. There were a number of overarching objectives for this review:
- a) to assess the contribution charging can make to funding efficiency and the strategic effectiveness of the Council;
  - b) to make recommendations that would enhance the ability of the Council's approach to charging to support the Council's strategic objectives; and
  - c) to examine and recommend ways to manage the impact of charging on equity.
- 4.4 During the course of the review the Audit Commission published a comprehensive report on the subject of local government approaches to charging, which was entitled "Positively Charged: Maximising the Benefits of Local Public Service Charges" (January 2008). This report revealed the multipurpose use of charging: as a source of income to pay for services; as a method for encouraging particular patterns in the use of services and as a significant policy instrument that can help a local authority to achieve its strategic objectives.
- 4.5 The Fees and Charges Task and Finish Group agreed that it would be useful to develop a Charging Policy for Redditch Borough Council to enable the authority to work strategically to meet its core priorities in the manner outlined by the Audit Commission. During the course of their review Members scrutinised the contents of other local authority Charging Policies and identified examples of best practice. Finally, the Group agreed the contents of the Charging Policy as set

out in Appendix A to this report.

**5. Key Issues**

- 5.1 Redditch Borough Council raised £4,814,325 from Council Tax and £3,786,236 directly from the users of its services through charging in 2006/07.
- 5.2 The Charging Policy attached in Appendix A has been divided into two main sections. The first section proposes procedures for reporting information about fees and charges per service level for Members' consideration. The second section contains an overarching policy and principles for charging for activities provided by the Council.
- 5.3 The Charging Policy proposes that Members should receive a Headline Review of Charges on an annual basis. This would contain information about charging arrangements for each service, though not for each activity. The Charging Policy will apply across all Council services and is intended to facilitate a strategic approach to charging.
- 5.4 The Group proposes that the charging principles adopted by each service should be reviewed at least every four years. However, actual charges for each activity will continue to be reviewed annually, when Members receive the fees and charges report that is already provided for their consideration under current arrangements.
- 5.5 There are a variety of charging arrangements for different Council services including: services where no charges are set; charges set by central government; charges set, either by central or local government, at the level of full cost recovery; and charges set at a discretionary level. A number of charges for statutory services are set at a statutory level by central government, such as the land charges fee for a personal search. The Council has no discretion to alter such statutory charges.
- 5.6 There are other statutory service arrangements which are not subject to a statutory charge, such as the proposed fee for pre-application planning advice which was recommended by the Fees and Charges Group at a previous meeting of the Overview and Scrutiny Committee. There is further flexibility available to Councils when charging for discretionary services as these are not subject to statutory fees.
- 5.7 Councils do have the power to set charges differentially so that different service users are charged different amounts. Due consideration has been given to the legal requirements by the Fees

and Charges Task and Finish Group in the development of the draft Charging Policy.

## 6. Other Implications

- Community Safety - There are no specific community safety implications.
- Human Resources - The Charging Policy and Procedures provide Heads of Service with additional powers over varying charges for particular services “in year”, following consultation with relevant Officers and Members.
- Social Exclusion - Social exclusion is addressed in the Charging Policy and Procedures by reference to equity of access and concessions for certain user groups which are designed to prevent the exclusion of particular social groups.
- Sustainability - There are no specific sustainability implications.

## 7. Conclusion

The Charging Policy and Procedures clarifies how Redditch Borough Council should, in the opinion of the Task & Finish Group, approach setting fees and charges and should enable the Council to make strategic use of charging in support of the Council’s core priorities.

## 8. Background Papers

Audit Commission, “Positively Charged: Maximising the Benefits of Local Public Service Charges”, (January 2008).

Babergh District Council, “Strategic Charging Policy”, (February 2005).

Ballymena Borough Council, “Draft (Leisure) Pricing Specification, 2005/06”, (October 2005).

Cherwell District Council, “Charging Policy”, (2008).

Cornwall County Council, “Charging Policy: Charges to Parents”, (2008).

Essex County Council, “Discretionary Services Charging Policy”, (2008).



Fees and Charges Task and Finish Group notes and agenda (Thursday the 10th January 2008; Thursday the 17th January 2008; Thursday the 28th February 2008; and Thursday the 20th March 2008).

The Local Government Act 2003.

Mid Bedfordshire District Council, "Mid Bedfordshire District Council Charging Policy Appendix A", (2006).

Nottingham City Council, "Fees and Charges for Sport and Leisure Parks Services 2007/08", (2007).

Rugby Borough Council, "Draft Medium Term Financial Strategy 2006/11", (2006).

Stockport Metropolitan Borough Council, "Lifelong Learning, Leisure and Cultural Services Scrutiny Committee Charging Policy for Sport and Active Recreation", (February 2005).

Thanet District Council, "Thanet Leisure Force: Your Return is our Reward", (October 2005).

Wyre Forest District Council, "Finance Strategy", (2006).

**9. Consultation**

Relevant Officers, particularly Officers in the Corporate Management Team, have been consulted by the Fees and Charges Group during the development of the attached Charging Policy and Procedures, and in the preparation of this report.

**10. Author of Report**

The authors of this report are the Chair of the Fees and Charges Task and Finish Group, Councillor Colin MacMillan, and Jess Bayley (Overview and Scrutiny Support Officer), who can be contacted on extension 3268 (e-mail: [jess.bayley@redditchbc.gov.uk](mailto:jess.bayley@redditchbc.gov.uk) for more information.

**11. Appendices**

Appendix A - Draft Redditch Borough Council Charging Policy and Procedures.



## **APPENDIX A**

### **Redditch Borough Council** **Charging Policy and Procedures**

#### **1. Introduction**

- 1.1 Charging is an important and appropriate way to finance services. It is, however, just one aspect of the Council's overall financial management and planning process. Members and Officers must ensure that services are provided efficiently and effectively and that costs are scrutinised and adjusted whenever necessary. When new charges are being considered, or current charges reviewed, Members and Officers must be confident that all steps have been taken to minimise the net cost of the service.
- 1.2 This Policy sets out clear principles to ensure the Council's overall approach to charging is effective. Therefore, the Council must determine:
  - a) which services it should charge for;
  - b) which service users will be affected by charges; and
  - c) what levels of subsidy, if any, should be given for the use of specific services.
- 1.3 The Council must clearly communicate its approach and policy on charging to the public and must explain why it is appropriate to maintain, introduce or increase charges by following the principles and processes outlined in this Charging Policy.
- 1.4 The Council must set charges for services in a holistic manner, in line with the Council's corporate priorities. Members and Officers must review all relevant issues when considering the possible introduction of new charges or reviewing current charges.
- 1.5 The Council must adopt a strategic approach to charging. Members and Officers must review the impact of charges on the provision of services in terms of their effect on the community and the Council's financial position. When setting charges, the following considerations should be addressed by Heads of Service and Members:
  - a) Why is the service being provided?
  - b) Who benefits from the service - individuals or the community?
  - c) Should this service be subsidised?

## **APPENDIX A**

- d) What is the subsidy achieving?
- e) How much do residents, communities and businesses value the service?
- f) How willing and able are residents and businesses to pay for the service?
- g) What effect does charging have on the supply and demand for a service?
- h) How can the level of charges affect behaviour and assist service objectives?

### **2. Reporting Procedures and Information Guidelines**

- 2.1 Members must be provided with accurate and detailed information, and any rationale, about charges for consideration at meetings of the Executive Committee and full Council. Charges must be set in accordance with the terms set out in the Charging Policy and there must be a strategic review of charging principles, at service level, by elected Members and Officers, at least every 4 years.
- 2.2 Officers must present a 'Headline Review' of charges at activity level for the consideration of Members on an annual basis. This Headline Review should contain information about the total income generated by services and the level of subsidy particular services receive from Council Tax. In order to not overwhelm Members or Officers with the amount of information to be produced, collated and considered the dates on which charges are reviewed must be spread throughout quarters 3 and 4 of each year.
- 2.3 Subject to any requirements imposed by the Council's standing orders, charges for individual services may, by exception, be varied 'in year' at the discretion of the responsible Head of Service, following discussion with the Chief Finance Officer and the appropriate Portfolio Holder, and must be notified to the Executive Committee and full Council.
- 2.4 The responsible Portfolio Holder must review proposed changes to charges before they are submitted to the Executive Committee. The Portfolio Holder should append any comments they have to the proposals being placed before the Executive.
- 2.5 An information suite, comprising the following, should be developed and be made readily available to Members:
  - a) categorisation of services, by the responsible Portfolio Holder, in accordance with the following headings;

## **APPENDIX A**

- i) 'No Charges set';
  - ii) 'Charges set by Central Government';
  - iii) 'Charges set, either by Central or Local Government, at the level of Full Cost Recovery'; and
  - iv) 'Charges set at a Discretionary Level';
- b) provision of the following details for each service;
- i) information regarding usage levels and patterns will be compiled and collated. This will be accumulated ideally by an actual count of users or if this is not possible by an appropriate sampling technique;
  - ii) information regarding costs, both direct and indirect and including an allocation of overall overheads will be logged and recorded;
  - iii) information regarding income generated by direct charges, grants and the amount of subsidy will be logged and recorded; and
  - iv) information regarding annual income generated will be available in a concise and entire form;
- 2.6 A review of charges (and the information contained in section 2.5b) must be made available to Members annually.

### **3. Policy and Key Principles**

- 3.1 When charges are reviewed Heads of Service must carry out an analysis of charges for activities against the principles for charging set out in this Policy. This information must also be made available to Members so that they can make informed choices about the level of charge to be set. The result of such reviews must be included in the annual fees and charges report, so that Members can ensure that charges are fair, appropriate and comparable to local alternatives. The 'right' price for an activity must not be established solely by adding an inflationary increase to last year's charge.
- 3.2 Charging arrangements must be efficient and practical and should demonstrate responsible asset management for the benefit of the whole Borough.
- 3.3 Where charges are set by Central Government the Council must focus on the costs of delivering an activity and Members should be aware of what the Council has to pay to subsidise the activity.

## **APPENDIX A**

- 3.4 Where the Council aims for full cost recovery (including all overheads) through charges there must be no subsidy.
- 3.5 Concessions must be service specific and not subject to a general rate set across the Council.
- 3.6 Services, where charges do not apply, must be regularly reviewed to establish whether they could be introduced. However, it is recognised that for certain activities there are important exceptions that make charging inappropriate. These include the following circumstances:
- a) where the Council is prohibited by legislation from levying a charge;
  - b) where the administrative costs associated with making a charge would outweigh any potential income;
  - c) where making a charge would be contrary to achieving one of the Council's corporate objectives. These include objectives contained within the Equal Opportunities Policy, Anti-Poverty Strategy, Leisure Strategy and Environmental Policy; and
  - d) where charging would be counterproductive (i.e. it may result in a substantial reduction in use of the service).
- 3.7 Charges may be levied to raise revenue for the general improvement of services, to offset Council Tax rises or to help fund specific projects.
- 3.8 Proposals for 'reinvesting' any additional income raised from charging in the expansion and development of a particular service will be considered as part of the annual review of charges, with each proposal being considered on its own merits.
- 3.9 Where appropriate, charges can also be used to influence demand and change behaviour in order to meet the Council's corporate objectives.
- 3.10 Unless there is good reason why an exception should be made, a charge should be levied for all discretionary services. Service users should make a direct contribution to the cost of providing services at their point of use. When charges for services are reviewed it will be against this background and in each case Members and Officers must consider whether any exceptions should be made.
- 3.11 Appropriate use of the discretionary powers introduced by the Government in 2003 to charge for services must be considered.

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- 3.12 If equity of access is a policy objective then it should be achieved through a discount regime.
- 3.13 When charges are reviewed concessions may be applied for the following groups:
- a) young people less than 16 years of age;
  - b) full time students;
  - c) people with a disability in receipt of a means tested benefit;
  - d) both male and female senior citizens aged 60 years or more; and
  - e) individuals on low incomes and/or in receipt of means tested benefit.
- 3.14 When setting charges the Council must have regard to:
- a) relevant Council Strategies or policies (e.g. Equal Opportunities), and any subsidy or concessions which may be appropriate;
  - b) market conditions and prices charged by competitors and/or other Local Authorities;
  - c) the need to avoid any potential distortion of the market which might otherwise occur from pricing services below the levels charged by private sector concerns for similar services;
  - d) the need for all charges imposed by the Council to be reasonable;
  - e) the need to avoid any exploitation of customers who have no option, but to use the Council's services;
  - f) the desirability of increasing usage of a given service;
  - g) the need to increase Council income; and
  - h) the level of subsidy (contributions to the cost of the service from non-users via Council Tax, Housing Rents etc).
- 3.15 When setting charges users' views, when provided to the Council, must be considered.
- 3.16 Meaningful objectives for charges must be set and these should be viewed over the long-term, not just as short-term financial targets.

## **APPENDIX A**

### **4. Definitions:**

- |          |  |
|----------|--|
| Council  | Redditch Borough Council as an organisation.<br>(Where the document is referring to the formal body of all Councillors the text refers to 'full Council'). |
| Service  | The Service area, for example Environmental Health or Planning.  |
| Activity | A particular activity delivered as part of one of the Council's services, for example hire of a badminton court at the Abbey Sports Stadium.               |



REDDITCH BOROUGH COUNCIL**OVERVIEW AND SCRUTINY  
COMMITTEE**

23rd June 2010

**CONSOLIDATED REVENUE OUTTURN – FINANCIAL YEAR 2009/10**

Relevant Portfolio Holder	Cllr Michael Braley
Relevant Head of Service	Teresa Kristunas
Key Decision / Non-Key Decision	
This report contains exempt information as defined in Paragraph(s) of Part I of Schedule 12A to the Local Government Act 1972, as amended.	

**1. SUMMARY OF PROPOSALS**

For Members to note the Council's overall financial outturn for the 2009/10 financial year.

The report shows the actual income and expenditure for 2009/10 financial year and compares this to the budget for General Fund Services and the Housing Revenue Account.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that,**  
**subject to Members' Comments, the report be noted.**

**3. BACKGROUND**

3.1 The Statement of Accounts for the year 2009/10 will be presented to the Audit Committee on 29th June 2010.

3.2 The Audit Commission will be commencing their formal examination of the accounts during July 2010.

**4. KEY ISSUES**

4.1 The report details the overall outturn position for the Council's Services including the General Fund and Housing Revenue Account.

4.2 The Revenue outturn position for General Fund Services in 2009/10 is summarised below:

<b>Summary of Spending on Services in 2009/10</b>			
	<b>Budget £000</b>	<b>Actual £000</b>	<b>Variation £000</b>
Net Expenditure on Services	13,645.8	12,957.7	(688.1)

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- 4.3 The major variations are summarised in the table following 4.5. This is shown at cost centre service level and includes details for all variances in excess of £20,000; Appendix 1 is at service level. Details of individual cost centres are available in full from Financial Services as required.

The base budget included a sum of £200k for outturn savings as well as the additional savings approved by Members on 6th April 2009. These are detailed in Appendix 2.

- 4.4 The Council applied to the Secretary of State to capitalise the costs associated with the Senior Management Restructure, Redundancy payments and Pension costs. Only the Pension element has been capitalised due to the total Redundancy costs being below the allowance threshold.
- 4.5 The majority of the additional outturn savings can be accounted for as follows:

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<b>Major Variances between Outturn Budget and Actual for 2009/10</b>				
<b>Service</b>	<b>Outturn Budget £</b>	<b>Actual £</b>	<b>Variance £</b>	<b>Commentary</b>
<b>Deputy Chief Executive</b>				
<b>Chief Executive</b>				
Corporate Expenses	(133,540)	(42,512)	(91,028)	Increased Audit fees and additional allocation of Officers' time to corporate activities.
Corporate Activities	19,360	53,600	34,240	Serco consultant's fees for shared services.
<b>Benefits</b>				
Housing & Council Tax Benefit	451,360	265,233	(186,127)	Additional administration subsidy granted during financial year and a slight percentage increase in the level of subsidy claimed.
<b>Council Tax</b>				
Council Tax Collection	465,830	388,777	(77,053)	Additional Income from administration fees on recovery action and savings on vacant posts.
<b>Democratic Services</b>				
Election	73,450	44,045	(29,405)	Costs reimbursed from County and European elections.
Members Services	275,180	238,637	(36,543)	Staff salary savings due to staff secondment and a delay in appointing agency staff. Printing costs exceeded budget due to more committee meetings.

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<b>Service</b>	<b>Outturn Budget £</b>	<b>Actual £</b>	<b>Variance £</b>	<b>Commentary</b>
<b>Property Management</b>				
Asset Disposal	126,640	99,393	(27,247)	Expenditure has not been incurred as expected.
Investment Properties	(226,220)	(297,550)	(71,330)	Threadneedle House achieved additional income of £75k as a termination of a lease was not received.
Business Centres	(41,560)	12,795	54,355	Rent income was lower than expected due to vacant units.
Comm. Related Asset Property	(303,050)	(376,515)	(73,465)	Rent income is higher due to previous years rent adjustments. Monies were received for dilapidations and NDR was lower than budget.
<b>Corporate Strategy</b>				
Concessionary Fares/Inhouse Community Transport	1,118,460	933,335	(185,125)	A reduction in the cost payable to bus operators for using this service due to several no longer operating in this area and increased competition for fares.
Community Safety	123,950	90,958	(32,992)	Savings due to contribution to Manager's salary not in budget and a vacant post.

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Service	Outturn Budget £	Actual £	Variance £	Commentary
<b>Director of Environment &amp; Planning</b>				
<b>Manager Taxi Licensing</b>				
Hackney Carriage & Private Hire Vehicles	1,120	(19,629)	(20,749)	Saving due to staff turnover and a freeze on recruitment due to WETT programme. £19k has been set aside for an earmarked reserve.
<b>Human Resources</b>				
Job Evaluation	130,000	158,408	28,408	Overspend on consultancy fees.
<b>Manager Waste Collection</b>				
Waste Collection Team	1,482,230	1,424,382	(57,848)	A review of Environmental Operations was undertaken and a Team Leader post was deleted. There were also savings made on transport costs from mechanics recharges, reduced fuel costs, reduced tyre costs and less vehicle insurance costs.
<b>Market</b>				
Market	30,380	1,287	(29,093)	Contract termination of a staff member.
<b>Planning Policy</b>				
Local Development Framework	132,230	99,260	(32,970)	There is an overall saving due to a reduction in support costs and savings from legal and consultants' costs that are to be moved to an earmarked reserve for ongoing work relating to the local plan enquiry.

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Service	Outturn Budget £	Actual £	Variance £	Commentary
<b>Director of Housing, Leisure &amp; Customer Services</b>				
<b>Leisure Facilities</b>				
Abbey Stadium	465,8 10	444,90 6	(20,904)	The saving is attributable to a reduction in employee costs and considerable rebates for electricity and water charges.
Arrow Vale Sports Centre	127,4 40	155,10 9	27,669	The overspend is due to a significant loss of income on the ATP due to the exceptional weather during the winter, closures of the sports hall due to repair works being carried out and loss of membership at the fitness suite due to breakdowns and the condition of the cardio theatre equipment.
<b>REDI</b>				
REDI Centre	163,200	208,157	44,957	REDI Centre not transferred as originally planned.

- 4.6 The table overleaf summaries the General fund non-service specific Expenditure below. This also shows the contribution to General Fund balances for 2009/10.

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**General Fund Outturn – 2009/10**

	<b>Approved Budget 2009/10 £000</b>	<b>Actual 2009/10 £000</b>	<b>Variance £000</b>
Net Directorate Expenditure (Appendix 1)	13,645.8	12,957.7	(688.1)
<b><u>Non Service Specific Expenditure</u></b>			
FRS17 adjustment (pensions)	217.2	217.5	0.3
Bad debt provision	35.0	35.0	0.0
Capital Charges (reversal of)	(1350.7)	(1350.9)	(0.2)
Parish Precept	8.2	8.2	0.0
Transfer to/(from) reserves/provisions	200.0	445.8	245.8
Superannuation	260.6	350.0	89.4
Corporate employee costs	0.0	495.5	495.5
Prior Year Adjustment	0.0	(51.7)	(51.7)
Financing costs	(129.6)	(480.3)	(350.7)
LAGBI	(23.3)	(23.3)	0.0
Vehicle Adjustment	(38.0)	0.0	38.0
Planning Delivery Grant	(220.0)	(219.6)	0.4
Town Centre Grant	0.0	(52.6)	(52.6)
Budget Savings	(543.2)	0.0	543.2
MRP	286.0	286.0	0.0
<b>Total General Fund Expenditure</b>	<b>12,348.0</b>	<b>12,617.3</b>	<b>269.3</b>
Contribution from Capital	0.0	(327.0)	(327.0)
Income from Grants and Local Taxation	(12,084.0)	(12,084.3)	(0.3)
<b>Contribution From General Fund Balances</b>	<b>264.0</b>	<b>206.0</b>	<b>(58.0)</b>

**4.7 General Fund Balances**

The impact on the General Fund balances brought forward is as follows:

<b>General Fund Balance</b>	<b>£'000</b>	<b>£'000</b>
Balance as at 1 <sup>st</sup> April 2009	2,131.2	
Contribution from balances	206.0	
Balance as at 31 <sup>st</sup> March 2010		1,925.2

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**Housing Revenue Account**

- 4.8 The Housing Revenue Account (HRA) has been prepared in line with the current Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice.
- 4.9 There is a surplus of £192,748 against the approved budget for 2009/10. This has resulted in HRA balances as at 31st March 2010 of £695,584.
- 4.10 The significant variations between budget and the expenditure are shown in the table below'



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<b>Major Variances between Outturn Budget and Actual for 2009/10</b>				
<b>Service</b>	<b>Outturn Budget £</b>	<b>Actual £</b>	<b>Variance £</b>	<b>Commentary</b>
<b>Housing Revenue Account</b>				
Item 8 Debit	4004.1	4060.8	56.7	The overspend is due to additional borrowing and associated debt charges
Repairs & Maintenance	3955.9	4005.4	49.5	There is a separate report (see appendix 4) detailing the overspend of £49,500 which only represents 1.25% of the budget. This is mainly due to additional works on fire alarm servicing & maintenance and roofing offset by savings on administration costs.
Negative subsidy Transfer to DCLG	6167.8	5929.5	(238.3)	This is a government calculation resulting in savings of £238,000 arising from a reduction in interest rates.
Rent, Rates and Taxes	220.1	144.1	(76.0)	The savings in this area are from reduced insurance premiums
Supervision & Management	5707.8	5583.3	(124.5)	The savings are due to post vacancies and a lower than anticipated contribution to the General Fund for Supporting People Services

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**5. FINANCIAL IMPLICATIONS**

Impact on Medium Term Financial Plan

- 5.1 The use of balances in the approved budget for 2009/10 was £264,042; the actual use is £206,028. The Council is therefore using £58,014 balances less than budgeted for.
- 5.2 The Medium Term Financial Plan for the next 3 years does not show any requirement for budget savings.

**REDDITCH BOROUGH COUNCIL****OVERVIEW AND SCRUTINY  
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5.3 The Council's current position regarding its specific reserves is as follows:-

	Balance at 31 March 2010 £'000
Housing Major repairs	0
Earmarked reserves:-	
Third party insurance	61
Community safety	5
Car loan scheme	6
Heming Road Enterprise Centre	45
Taxi Licensing	41
Public donations	98
Mercury emissions	240
Capital expenditure (General fund)	332
Concessionary fares	86
Job evaluation	600
Capital expenditure (HRA)	4,450
Ex SRB Trading Accounts	11
Youth Work	18
NEA Grant	2
Contaminated Land	1
IT Licenses	30
Land drainage	8
Planning	20
Town Centre Grant	53
	<b>6,107</b>

**6. LEGAL IMPLICATIONS**

None Specific.

**7. POLICY IMPLICATIONS**

None Specific.

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**8. COUNCIL OBJECTIVES**

The Council needs to regularly monitor budgets against actual expenditure, this is to ensure it maintains a well managed organisation.

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

There are no specific risks associated with the details included in this report

**10. CUSTOMER IMPLICATIONS**

- None Specific

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

- None Specific

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

- None Specific

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

- None Specific

**14. HUMAN RESOURCES IMPLICATIONS**

- None Specific

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

- None Specific

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

- None Specific

**17. HEALTH INEQUALITIES IMPLICATIONS**

- None Specific

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**18. LESSONS LEARNT**

None specific

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None specific

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	yes
Chief Executive	yes
Executive Director (S151 Officer)	yes
Executive Director – Leisure, Cultural, Environmental and Community Services	yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	yes
Director of Policy, Performance and Partnerships	yes
Head of Service	yes
Head of Resources	yes
Head of Legal, Equalities & Democratic Services	yes
Corporate Procurement Team	no

**21. WARDS AFFECTED**

All Wards

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**22. APPENDICES**

- Appendix 1 - Service Head Outturn (General Fund)
- Appendix 2 - Budget Savings Monitoring
- Appendix 3 - Housing Revenue Account Outturn
- Appendix 4 - Housing Repair Account

**23. BACKGROUND PAPERS**

Available from Financial Services Manager.

**AUTHOR OF REPORT**

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## Appendix1 - Service Head Outturn (General Fund)

Head of Service	Revised Budget	Profiled YTD Budget	YTD Actuals	Commitments	Actual +Commitments	Variance to date	Projected Outturn	Projected Outturn Variance
<b>Deputy Chief Executive</b>								
Corporate Management	639,290	639,290	759,381	0	759,381	120,091	759,381	120,091
Head Of Finance & Resources	1,006,090	1,006,090	738,607	0	738,607	-267,483	738,607	-267,483
Head Of Legal, Equal, & Democ.	593,020	593,020	348,166	0	348,166	-244,854	348,166	-244,854
Head Of Strategy & Partnership	1,606,532	1,606,532	1,394,423	0	1,394,423	-212,109	1,394,423	-212,109
<b>Directorate total</b>	<b>3,844,932</b>	<b>3,844,932</b>	<b>3,240,577</b>	<b>0</b>	<b>3,240,577</b>	<b>-604,355</b>	<b>3,240,577</b>	<b>-604,355</b>
<b>Environment &amp; Planning</b>								
Head Of Environment	2,863,920	2,863,920	2,808,592	0	2,808,592	-55,328	2,808,592	-55,328
Head Of Human Resources & Comm	247,660	247,660	295,033	0	295,033	47,373	295,033	47,373
Head Of Operations	1,846,240	1,846,240	1,740,842	0	1,740,842	-105,398	1,740,842	-105,398
Head Of Planning & Regeneratio	883,930	883,930	824,663	0	824,663	-59,267	824,663	-59,267
<b>Directorate total</b>	<b>5,841,750</b>	<b>5,841,750</b>	<b>5,669,129</b>	<b>0</b>	<b>5,669,129</b>	<b>-172,621</b>	<b>5,669,129</b>	<b>-172,621</b>
<b>Housing Services</b>								
Head Of Asset & Maintenance	65,530	65,530	64,818	0	64,818	-712	64,818	-712
Head Of Housing & Community	660,810	660,810	646,297	0	646,297	-14,513	646,297	-14,513
<b>Directorate total</b>	<b>726,340</b>	<b>726,340</b>	<b>711,115</b>	<b>0</b>	<b>711,115</b>	<b>-15,225</b>	<b>711,115</b>	<b>-15,225</b>
<b>Leisure Customer &amp; Bus Sup</b>								
Head Of Customer Services	54,130	54,130	48,143	0	48,143	-5,987	48,143	-5,987
Head Of Leisure & Cultural	3,178,690	3,178,690	3,288,742	0	3,288,742	110,052	3,288,742	110,052
<b>Directorate total</b>	<b>3,232,820</b>	<b>3,232,820</b>	<b>3,336,885</b>	<b>0</b>	<b>3,336,885</b>	<b>104,065</b>	<b>3,336,885</b>	<b>104,065</b>
<b>Net Directorate total</b>	<b>13,645,842</b>	<b>13,645,842</b>	<b>12,957,706</b>	<b>0</b>	<b>12,957,706</b>	<b>-688,136</b>	<b>12,957,706</b>	<b>-688,136</b>





<b>Appendix 3 -Housing Revenue Account Outturn Summary</b>
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	Revised budget	YTD Actuals	Variance
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**Hra Expenditure**

Depreciation & Item 8 Debit	4,004,070	4,060,769	56,699
Hra Repairs & Maint	3,955,940	4,005,454	49,514
Neg Subsidy Transfer To Dclg	6,167,830	5,929,462	-238,368
Provision For Bad Debts	125,000	143,408	18,408
Rents, Rates, Taxes & Oth Chgs	220,110	144,113	-75,997
Supervision And Management	5,707,770	5,583,250	-124,520
<b>Hra Expenditure</b>	<b>20,180,720</b>	<b>19,866,456</b>	<b>-314,264</b>

**Hra Income**

Dwelling Rents	-19,280,170	-19,265,213	14,957
Non Dwelling Rents	-567,410	-507,321	60,089
Services & Facilities	-174,090	-191,940	-17,850
<b>Hra Income</b>	<b>-20,021,670</b>	<b>-19,964,474</b>	<b>57,196</b>

**Hra Interest Receivable**

Interest Receivable	-78,500	-14,180	64,320
<b>Hra Interest Receivable</b>	<b>-78,500</b>	<b>-14,180</b>	<b>64,320</b>

<b>(Surplus)/Deficit on service</b>	<b>80,550</b>	<b>-112,199</b>	<b>-192,749</b>
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<b>Appendix 4-Housing Repairs Account Outturn Summary</b>
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	Revised budget	YTD Actuals	Variance
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### Hra Repairs Expenditure

Administration	297,430	184,319	-113,111
Programmed Maintenance	749,920	841,569	91,649
Projects	100,000	101,268	1,268
Rechargeable Works	-5,000	-23,287	-18,287
Response Maintenance	1,954,750	2,075,345	120,595
Voids	858,840	826,240	-32,600
<b>Hra Repairs Expenditure</b>	<b>3,955,940</b>	<b>4,005,454</b>	<b>49,514</b>

### Hra Repairs Income

Contribution From Hra	-3,955,940	-4,005,454	-49,514
<b>Hra Repairs Income</b>	<b>-3,955,940</b>	<b>-4,005,454</b>	<b>-49,514</b>

<b>Balance at 31 March 2010</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
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**QUARTERLY PERFORMANCE MONITORING REPORT**  
**QUARTER 4, 2009/10 – PERIOD ENDING MARCH 2010**

Relevant Portfolio Holder	Cllr M Braley
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

- 1.1 This report provides Members with an opportunity to review the Council's performance for quarter 4 of the 2009/10 financial year and to comment upon it.

**2. RECOMMENDATIONS**

- 2.1 **The Committee is asked to RESOLVE that:**
- i. **the update on key performance indicators for the period ending March 2010 be noted and commented upon.**

**3. BACKGROUND**

- 3.1 The National Indicator (NI) set was introduced with effect from 1 April 2008 and became the only indicators that public authorities will be required to report on to central Government. Figures collected for 2008/09 formed the baseline for future reporting. 28 national indicators are included in the Local Area Agreement for Worcestershire of which 13 are district indicators.
- 3.2 A number of Best Value Performance Indicators (BVPI's) have been retained and are now included in the list of local performance indicators.
- 3.3 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows our current and historic performance against selected national indicators and local performance indicators.

**4. KEY ISSUES**Basis of Quarterly Reporting

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

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- a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
  - b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.
  - c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
  - d) The development of links to how the Council is performing in its key delivery projects.
- 4.2 Member involvement in monitoring performance will continue during the 2010/11 reporting year.

Corporate Performance Report

- 4.3 The corporate performance report compares the year to date outturn with the same period last year and shows those indicators which have improved, declined and remained static in performance.
- 4.4 As in the previous quarters of 2009/10 out of all the corporate performance indicators reported in quarter 4 a higher proportion have improved compared to the same period last year.
- 4.5 In total, data has been provided for 59 indicators for quarter 4. Of these, 35 have improved in performance and 15 have declined. In addition there are 9 indicators which have remained static but of those, 6 are currently at optimum performance and as such no improvement is possible.

Data Reporting

- 4.6 There are a total of 12 performance indicators for which outturn data has not yet been provided. These indicators all rely on data from external sources, i.e. Primary Care Trust (PCT) and Department for Works and Pensions (DWP). It is not unusual for there to be a delay in reporting data, with the time lag on some indicators being up to 12 months.
- 4.7 The performance indicator set for 2010/11 has been revised in line with the Council Plan and will not include these long term indicators. This is due to the ability of Redditch Borough Council to influence them and the time lag

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involved; however, these are important indicators and will be included in the Sustainable Community Strategy for future reporting.

**5. FINANCIAL IMPLICATIONS**

- 5.1 Poor financial performance will be detrimental to the Council's organisational assessment and overall performance. Relevant performance indicators are incorporated in Appendix 1.

**6. LEGAL IMPLICATIONS**

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

**7. POLICY IMPLICATIONS**

- 7.1 The Council's current 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. Appendix 1 reports on the 2009/10 performance indicators contained within the Corporate Plan.

**8. COUNCIL OBJECTIVES**

- 8.1 The performance data contained in the attached report relates directly to all the Council's priorities and objectives.

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

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

**10. CUSTOMER IMPLICATIONS**

- 10.1 Information contained in the attached appendix will be communicated to both internal and external customers via the intranet/Internet following resolution at committee.
- 10.2 Enhanced performance will assist to improve customer service.

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**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

11.1 None specific

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

12.1 None specific

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

13.1 There are a total of 4 performance indicators that relate to air quality and climate change within the list of National Indicators (NI 185, NI 186, NI 188 and NI 194). These are incorporated in the report at Appendix 1.

**14. HUMAN RESOURCES IMPLICATIONS**

14.1 The performance indicator set includes sickness absence data.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

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

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

16.1 Relevant performance indicators are incorporated in the report at Appendix 1.

**17. HEALTH INEQUALITIES IMPLICATIONS**

17.1 None specific

**18. LESSONS LEARNT**

18.1 Any lessons learnt in the course of carrying out performance management of the Council are communicated to the organisation via the Performance Management Group.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

19.1 None specific



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**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	YES
Chief Executive	YES
Executive Director (S151 Officer)	YES
Executive Director – Leisure, Cultural, Environmental and Community Services	YES
Executive Director – Planning & Regeneration, Regulatory and Housing Services	YES
Director of Policy, Performance and Partnerships	YES
Head of Service	N/A
Head of Resources	YES
Head of Legal, Equalities & Democratic Services	YES
Corporate Procurement Team	NO

**21. WARDS AFFECTED**

All wards

**22. APPENDICES**

Appendix 1 Quarter 4, 2009/10 Corporate Performance Report.

**23. BACKGROUND PAPERS**

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

**AUTHOR OF REPORT**

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 Tel: (01527) 64252 ext 3182



The following pages provide a report for all corporate performance indicators for which data was expected and provided in quarter 4 (January - March) 2009/10 and relates to a comparison for year to date.

	*DCX		*E&P		*HLCS		Total	
Total number of corporate performance indicators providing outturn data for quarter 4	22	%	24	%	13	%	59	%
Total number of indicators showing improvement compared to the same period last year ▲	16	72.7%	11	45.8%	8	61.5%	35	59.3%
Total number of indicators showing a decline compared to the same period last year ▼	3	13.6%	9	37.5%	3	23.1%	15	25.4%
Total number of indicators showing no change compared to the same period last year** ◀▶	3	13.6%	4	16.7%	2	15.4%	9	15.3%

\* This is the final corporate performance report for 2009/10 and shows the same directorates as it has throughout the previous 2009/10 reporting periods. The new directorates will be in place for quarter 1, 2010/11

\*\* Of the 9 indicators which are showing no change in their performance, 6 are currently at optimum performance and as such improvement is not possible

#### Key Findings for Quarter 4

As in the previous quarters of 2009/10, of all the corporate performance indicators reported in quarter 4 a higher proportion have improved compared to the same period last year. By way of example 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 4, year to date outturn of 13.4 days compared with 17.72 days; a decrease of 4.32 days for the same period last year. Likewise, NI 157a (Processing of major planning applications determined within 13 weeks) has improved from 93.75% to 100%.

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 continue to be very high at 26% compared with only 11% in 2008/09. Following training undertaken in February 2009 on surveying methods, higher detritus levels have been reported this year 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.

#### Additional Information

**There are a total of 12 performance indicators for which outturn data has not yet been provided. These indicators all rely on data from external sources, i.e. Primary Care Trust (PCT) and Department for Works and Pensions (DWP). It is not unusual for there to be a delay in reporting data with the time lag on some indicators being up to 12 months.**

The performance indicator set for 2010/11 has been revised in line with the Council Plan and will not include these long term indicators. This is due to the ability of Redditch Borough Council to influence them and the time lag involved. However, these are important indicators and will be included in the Sustainable Community Strategy for future reporting.

**Background**

The table below shows the 2008/09 outturns in performance for Redditch Borough Council. Please note, due to changes in the indicator set a strict year on year comparison cannot be made; consequently there is no comparative table in this report.

	DCX		E&P		HLCS		Total	
		%		%		%		%
Total number of corporate performance indicators providing outturn data for quarter 4	19		26		25		70	
Total number of indicators showing improvement compared to the same period last year ▲	9	47.4%	10	38.5%	14	56.0%	33	47.1%
Total number of indicators showing a decline compared to the same period last year ▼	5	26.3%	9	34.6%	8	32.0%	22	31.4%
Total number of indicators showing no change compared to the same period last year ◀▶	5	26.3%	7	26.9%	3	12.0%	15	21.4%

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

<b><u>Key to Terms and Symbols</u></b>	
Improving performance compared to same quarter last year ▲	Data is provisional *
Worsening performance compared to same quarter last year ▼	Recovery plan in place (RP)
No change in performance compared to same quarter last year ◀▶	TBC To be confirmed
No data available for the period #	LDS Local Development Scheme
Not applicable for this indicator/period NA	GB Great Britain

Indicator Description	Indicator Reference	Current			Historic			Comments	
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08		2008/09
<b>Deputy Chief Executive Directorate</b>									
Serious acquisitive crime rate	NI 016	12.93	11.51	▲	TBC	NA	NA	12.93	The NI 16 rate per 1,000 population in Redditch (11.515 per 1,000 population) decreased by 11.06% during 2009/10 with 110 fewer offences recorded than in 2008/09 (12.93 per 1,000 population). Rates for Q4 are the lowest of the year (2.074 per 1,000 population), and are 38.9% lower than the Q3 rate (3.394 per 1,000 population). Furthermore, the rate of offences in Q4 09/10 is lower than any quarter last year and is 34.3% lower than the same time last year (Q4 08/09, rate of 3.158 per 1,000 population). <b>(RP)</b>
Assault with injury crime rate	NI 020	7.99	7.42	▲	7.64 by 2011 (local target)	NA	NA	7.99	The NI 20 rate per 1,000 population in Redditch (7.479 per 1,000 population) decreased by 3.34% during 2009/10 with 25 fewer offences recorded than in 2008/09 (7.738 per 1,000 population). This is lower than the target of 7.74 per 1,000 population. Rates for Q4 (1.521 per 1,000 population) are the lowest of the year, and are 14.8% lower than the Q3 rate (1.785 per 1,000 population). Furthermore, the rate of offences in Q4 09/10 is lower than any quarter last year and is 20.4% lower than the same time last year (Q4 08/09, rate of 1.912 per 1,000 population).
Net additional homes provided	NI 154	99	171	▲	TBC	NA	NA	99	Low completion rates over the past two years reflect the current economic climate. This years completion figure has risen quite dramatically from last year solely due to the implementation of the Kick Start scheme at Windsor Heights (former Gas Works)
Number of affordable homes delivered (gross)	NI 155	10	111	▲	94	NA	NA	10	Target of 94 exceeded as we have had 15 HomeBuy Direct (shared equity funded by HCA) completions at Windsor Road and 1 My Choice HomeBuy (HCA shared equity), 2 x RBC ESD buybacks and 1 Mortgage to Rent mortgage rescue of an owner occupied property using HCA funds. This represents a yearly completion of 105 units, 92 rent/shared ownership and these additional units, notified by HCA. 2/2/10 <b>(RP)</b>
The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	NI 180	681.2	950.1	▲	550	NA	NA	681.2	Target exceeded
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	17.7	13.4	▲	13	NA	NA	17.7	With batch job due to rent decrease process target met - without this outturn would be 15 days

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Tackling fuel poverty – % of people receiving income based benefits living in homes with a low (SAP rating of less than 35) energy efficiency rating	NI 187(a)	6%	4%	▲	4.50%	NA	NA	6%	The targets have been exceeded. This is likely to be due to local schemes such as the over 60's free insulation and as a result of targeted insulation work to areas in greatest need
Tackling fuel poverty – % of people receiving income based benefits living in homes with a high (SAP rating of 65 or more) energy efficiency rating	NI 187(b)	50%	54%	▲	51.50%	NA	NA	50%	The targets have been exceeded. This is likely to be due to local schemes such as the over 60's free insulation and as a result of targeted insulation work to areas in greatest need
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	91.62%	93.55%	▲	95.00%	94.05%	90.64%	91.62%	Improvement not as high as anticipated due to the delay in the implementation of e-procurement.
The percentage of Council Tax collected by the Authority in the year	BV 009	97.10%	97.23%	▲	98.50%	96.67%	96.97%	97.10%	Quarter 4 outturn figures showed 0.1% improvement on previous years performance - whilst this was below the target of 98.5% it continues the improvement trend from the previous 3 years (RP)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	65.24%	75.99%	▲	TBC	#	69.46%	65.24%	Recovery has improved compared to last year, although the rent reduction contributed to this. The new post of Benefit Overpayment Recovery Officer started 22.03.10. (RP)
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)	24.26%	33.28%	▲	TBC	#	26.39%	24.26%	See BV 79b(i).
The number of racial incidents recorded by the authority per 100,000 population	BV 174	12.56	23.88	▲	contextual measure	18.92	30.21	12.56	Press releases promoting the Hate Incident Reporting Process were circulated at end of this period and were picked up by local newspapers and radio stations. Potential for an increase in reports following increased publicity.
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 016	80.00%	93.00%	▲	85.00%	66.81%	81.03%	80.00%	Target for year met
Number of British Crime Survey Comparator crimes reported	CS 002	3,690	3,469	▲	contextual measure	4,110	3,960	3,690	The rate of BCS offences was 43,420 offences per 1,000 residents for 2009/10, compared to 45,947 in 2008/09. This quarter is reduced compared to last quarter, and the same quarter of last year. Performance over the year is in line with peers, and is ranked as 8 <sup>th</sup> , with an average rate per 1,000 residents of slightly higher than the peer average. There continues to be a decline in the number of comparator crimes reported.
Number of concessionary journeys per year	ET 015	1,616,287	1,745,116	▲	Contextual Measure	1,498,838	1,474,325	1,616,287	Not all claims received for March 2010

Indicator Description	Indicator Reference	Current			Historic			Comments	
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08		2008/09
<b>Environment and Planning Directorate</b>									
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	100.00%	▲	96%	NA	NA	93.75%	Static- Has remained at 100% now for last 6 quarters
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	95.24%	▲	90%	NA	NA	90.41%	Only 1 application being determined out of time, which is an improvement from last quarter and above national target.
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	98.16%	▲	95%	NA	NA	97.83%	Only 1 Application determined out of time within the last quarter, above national average
Supply of ready to develop housing sites	NI 159	25.3%	118.8%	▲	5 year land supply	NA	NA	25.3%	The figure for planned housing provision is based on the EIP (Examination in Public) Panel report housing figure for Redditch up to 2026 (residual requirement [6039] divided by 15 years remaining in plan period, multiplied by 5 years). This figure can no longer be related to last years outturn as the plan period and housing provision target have altered. The housing target may subsequently alter when the Government Office publishes its proposed changes to the WMRSS (West Midlands Regional Spatial Strategy) targets. An allowance has been included for the amount of housing that can be delivered on SHLAA (Strategic Housing Land Availability Assessment) sites which include all potential strategic sites adjacent to Redditch's urban area i.e. ADR and Green Belt land.
New business registration rate	NI 171	50.9%	108.00%	▲	None set	NA	NA	50.9	There is a lag on this data of almost 12 months. 2008/09 data relates to 2007 and 2009/10 data relates to 2008. It is expected that 2009 data will not be available until the end of 2010. (County comment)
Satisfaction of business with local authority regulation services	NI 182	44.22%	63.08%	▲	50%	NA	NA	44.22%	Despite having reduced admin support this is still a significant improvement on 08/09 out-turn.
Food establishments in the area which are broadly compliant with food hygiene law	NI 184	90%	91%	▲	85%	NA	NA	90%	Although the total number of establishments which are broadly compliant has risen significantly, so too has the number of food establishments resulting in only a small increase in the number of those which are broadly compliant.
Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)	NI 188	0	1	▲	Level 1	NA	NA	0	This is on target, and Level 1 has been achieved.
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	2	1	▲	2	NA	NA	2	We have achieved the highest level on this indicator, indicating increasing enforcement actions and reducing numbers of fly-tips. Note that this figure is also calculated through the Flycapture database and this outturn has to be checked against that data
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	9.60	9.02	▲	8.00	10.62	8.53	9.60	Decrease in sickness absence from Quarter 3 and in comparison to the same quarter last year.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
The percentage of new homes built on previously developed land	BV 106	88.12%	98.83%	▲	25%	91.63%	82.00%	88.12%	The Structure Plan target for Redditch completions on brownfield land is 25% between 1996 and 2011. 50.1% of completions to date have been on PDL
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>									
Reducing avoidable contact: minimising the proportion of customer contact that is of lower or no value to the customer	NI 014	20.21%	10.9%	▲	TBC	NA	NA	20.21%	Survey undertaken over 2 wk period in Nov 2009. Services: Housing, Waste Management & Benefits. Data for Highways was via the CRM only. Large reduction in avoidable contact due to changes in back office systems and a better understanding of the indicator by those gathering the data
Number of households living in temporary accommodation	NI 156	10	7	▲	15	NA	NA	10	6 households are pending homelessness enquires whilst other options such as private rented are being explored. 1 household although found to be intentionally homeless supported accommodation in Smallwood Almshouses has been secured.
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	7.62	9.83	▲	6.50	2.89	4.24	7.62	Housing Options Team continue to be proactive in preventing homelessness.
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	94.50%	▲	85%	77%	78.20%	83.72%	We had an increase in plumbing works due to prolonged freezing conditions but still managed to achieve excellent results
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	16.93	▲	25 days	20	32	21.19	Performance has decreased slightly against the 13.3 days reported last quarter however we had significant problems with the freezing weather conditions where some roads were impassable. This is a very pleasing result.
Enquiries dealt with at first point of contact	WMO 004	92.86%	93.84%	▲	90%	84.57%	88.31%	92.86%	This resolution figure is based on the number of enquiries logged on the Customer Relationship Manager (CRM).
Website Page Views (millions)	WMO 008	16.4	7.29	▲	18.04	NA	14.15	16.4	The decrease in page views together with increase in visitors shows that the website has become easier for customers to find the information required. The overall figure for the year does not include figures for Q2 as these are not available from Worcester County Council. The cumulative figure for Q4 therefore only includes data for 3 quarters.
Number of e-enabled web payments	WMO 010	8,530	14,381	▲	11,942	NA	5,175	8,530	The number of transactions is as expected to be lower than Q3 due to lower number of payments for Council Tax during Feb / Mar. The overall yearly total has seen an increase greater than expected.



Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	

Key to Terms and Symbols	
Improving performance compared to same quarter last year ▲	Data is provisional *
Worsening performance compared to same quarter last year ▼	Recovery plan in place (RP)
No change in performance compared to same quarter last year ◀▶	TBC
No data available for the period #	LDS
Not applicable for this indicator/period NA	GB
	Local Development Scheme
	Great Britain

Indicator Description	Indicator Reference	Current			Historic			Comments	
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08		2008/09
<b>Deputy Chief Executive Directorate</b>									
Serious violent crime rate	NI 015	0.57	0.98	▼	TBC	NA	NA	0.57	The NI 15 rate per 1,000 population in Redditch (0.993 per 1,000 population) increased by 9.62% during 2009/10 with 7 more offences recorded than in 2008/09 (0.906 per 1,000 population), leading to a red performance assessment at the end of Q4. The rate of offences in Q4 (0.302 per 1,000 population) has almost doubled compared to last quarter (0.163 per 1,000 population), and compared to the same time last year (Q4 0809, 0.176 per 1,000 population). This indicator has been monitored closely over the past year and will continue to be carefully observed. <b>(RP)</b>
Flood and coastal erosion risk management - percentage of agreed actions to implement long term flood and coastal erosion risk management plans that are being undertaken satisfactorily	NI 189	100%	86%	▼	TBC	NA	NA	100%	We have progressed working in Land Drainage Partnership and improving our data on water courses in the borough. We have completed some capital improvement schemes and enforcement actions. A number of 2009/10 deliverables have been transferred to 2010/11 by agreement resulting in a reduced outturn for 2009/10.
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)	0.83%	1.96%	▼	TBC	#		0.83%	Recovery has improved compared to last year, although the rent reduction contributed to this. The new post of Benefit Overpayment Recovery Officer started 22.03.10. <b>(RP)</b>
<b>Environment and Planning Directorate</b>									
Overall employment rate (working-age)	NI 151	77.0%	71.8%	▼	Maintain at above GB average	NA	NA	77.0%	Data relates to period July 2008 - June 2009. The employment rate for Worcestershire in July 2008 - June 2009 has remained the same as the previous quarter without accounting for confidence intervals. At a district level the employment rate has fallen slightly except for Worcester City and Wychavon where it has seen a slight increase. It should be noted that due to a time lag in the publication of the data, the figures relate to the period which includes the earlier part of the economic downturn - in future quarters we can expect employment rates to fall as the effects of rising unemployment in late 2008 and 2009 start to feed through. However, due to wide confidence intervals it will be some time before we will see statistically significant changes in employment rates. (County comment)

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Working age people on out of work benefits	NI 152	13.2%	13.3%	▼	Maintain at below GB average	NA	NA	13.2%	Data relates to period November 2008 – October 2009. Across Worcestershire the percentage of working age population on out of work benefits has increased by 0.5 percentage points on the data reported for Q3 2009/10. The rates have increased in each of the districts. The rates are calculated using mid-2007 working age population. This analysis now includes benefit claimants for the period when unemployment was rising fastest (November 2008-May 2009). Since then, unemployment has stabilised at a higher level and this will continue to feed in to the analysis for this indicator in the future reporting periods. (County comment)
Residual household waste per household (kg)	NI 191	566.74	*574.93	▼	575kg	NA	NA	566.74	Please note that estimated figures have been used to calculate quarter 4 for 2 reasons: a) we cannot finalise these figures until we have completed the waste data flow return for the year at the <b>end of June</b> ; b) we do not have all the tonnage figures for some materials collected through bring banks.
Percentage of household waste sent for reuse, recycling and composting	NI 192	31.43%	*28.30%	▼	32%	NA	NA	31.43%	Please note that estimated figures have been used to calculate quarter 4 for 2 reasons: a) we cannot finalise these figures until we have completed the waste data flow return for the year at the end of June; b) we do not have all the tonnage figures for some materials collected through bring banks. Please note that a worst case scenario for the amount of rejected recyclables from the new MRF (Materials Reclamation Facility) has also been used. <b>(RP)</b>
Improved street and environmental cleanliness - levels of litter	NI 195(a)	4.8%	7.8%	▼	6%	NA	NA	4.8%	This is a good score, although slightly up on last year this still represents an overall high standard of clean streets in the Borough
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	11.3%	26.3%	▼	10%	NA	NA	11.3%	Following training undertaken in February 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. Further training was completed in March 2010 with all Worcestershire authorities involved. <b>(RP)</b>
Improved street and environmental cleanliness - graffiti	NI 195(c)	0.6%	1.6%	▼	1%	NA	NA	0.6%	Slightly higher levels than in previous surveys but still very low levels of graffiti found <b>(RP)</b>

Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0.2%	0.4%	▼	0%	NA	0.2%	The year's survey has found that fly-posting is not a problem in the Borough
The percentage of local authority employees from minority ethnic communities	BV 017(a)	2.80%	2.73%	▼	Contextual Measure (3.43%)	3.49%	2.80%	Decrease in staff from ethnic minorities from Quarter 3 and a decrease from last year.
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>								
Adult participation in sport and active recreation	NI 008	23.0%	21.5%	▼	24%	NA	22.0%	The 2008/09 figure was estimated based on a survey carried out with only 33% of a control group. In 2009/10 the remainder of the control group was surveyed by Sport England with the result being added to the 33% previously surveyed giving this years turnout, which is a true reflection of adult participation in sport.
One Stop Shop: Customer satisfaction	WMO 003	95.19%	94.97%	▼	96%	95.46%	95.19%	Satisfaction with the service remains consistently high.
Website Unique Visitors (thousands)	WMO 009	274.64	205.59	▼	384.5	NA	175.26	Q4 has seen a large increase in visitors from previous quarter. The overall figure for the year does not include figures for Q2 as these are not available from WCC. The cumulative figure for Q4 therefore only includes data for 3 quarters. (RP)

Key to Terms and Symbols	
▲	Data is provisional
▼	Recovery plan in place
◀▶	TBC
#	LDS
NA	GB
	Local Development Scheme
	Great Britain

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
<b>Deputy Chief Executive Directorate</b>									
Building resilience to violent extremism	NI 035	Level 2	Level 2	◀▶	TBC	NA	NA	Level 2	CLG have confirmed that a countywide co-ordinated assessment should be submitted where partners are working in two tier areas. Worcestershire CDRP's have completed self assessment via Worcesterhire Prevent Task Group
The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	BV 156	100%	100%	▶◀	100%	100%	100%	100%	This is an annual indicator. As all RBC public buildings are currently compliant at 100% unless there are any changes in primary legislation, this is unlikely to change whether we retain or dispose of any of these assets.
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	▶◀	contextual measure	93.33%	100%	100%	Press releases promoting the Hate Incident Reporting Process were circulated at end of this period and were picked up by local newspapers and radio stations. Potential for an increase in reports following increased publicity.
<b>Environment and Planning Directorate</b>									
Previously developed land that has been vacant or derelict for more than 5 years	NI 170	0.15%	0.15%	▶◀	4.6 ha	NA	NA	0.15%	This figure has remained static. Some sites are under construction and as such will not yet be recorded as complete.
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.
The local authority's score against a 'quality of planning services' checklist	BV 205	94.44%	94.44%	▶◀	100%	94.44%	94.44%	94.44%	This has remained the same as last year with all checklist points being met apart from one criteria from the Pendleton report.
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>									
% non-decent council homes	NI 158	0%	0%	▶◀	0%	NA	NA	0%	Working at optimum level
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.

Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	

Key to Terms and Symbols	
Improving performance compared to same quarter last year ▲	Data is provisional *
Worsening performance compared to same quarter last year ▼	Recovery plan in place (RP)
No change in performance compared to same quarter last year ◀▶	TBC To be confirmed
No data available for the period #	LDS Local Development Scheme
Not applicable for this indicator/period NA	GB Great Britain

## Corporate Performance Report - Quarter 4, Period Ending March 2010

Indicator Description	Indicator Reference	Current			Target 2009/10	Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel		2006/07	2007/08	2008/09	
<b>Note:</b> The indicators below all rely on data from external sources i.e. Primary Care Trust, Department for Works and Pensions. The targets and outturns for these indicators are beyond the control of Redditch Borough Council.									
<b>Deputy Chief Executive Directorate</b>									
All-age all cause mortality rate	NI 120	Males: 719.36 Females: 486.34	#		TBC	NA	NA	Males: 719.36 Females: 486.34	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
Mortality rate from all circulatory diseases at ages under 75	NI 121	Males: 118.01 Females: 50.88	#		TBC	NA	NA	Males: 118.01 Females: 50.88	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
Mortality from all cancers at ages under 75	NI 122	Males: 108.77 Females: 99.84	#		TBC	NA	NA	Males: 108.77 Females: 99.84	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
End of life care - access to appropriate care enabling people to be able to choose to die at home	NI 129	#	#		TBC	NA	NA	#	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
Healthy life expectancy at age 65	NI 137	#	#		TBC	NA	NA	#	Data to be provided by County. This indicator uses data from the Viewpoint survey, but also requires additional calculations to be applied to the data in order to get the final figures. It is hoped that this data will be available in July 2010. (County comment)
<b>Environment and Planning Directorate</b>									
% of small businesses in an area showing employment growth	NI 172	15.90%	#		None set	NA	NA	15.90%	The 2008/09 outturn figure relates to 2007/08. It is hoped the data for reporting in 2009/10 will be available at the end of 2010.
Flows on to incapacity benefits from employment	NI 173	#	#		None set	NA	NA	#	The data for this indicator is provided by CLG via County. To date no data has been provided by CLG due to calculation issues which need to be resolved before the data can be provided, therefore it is unknown when this data will be available. (County comment)
Total tonnage of CO2 emissions from Local Authority operations (tonnes)	NI 185 (a)	3,637 tonnes	#		2% reduction on baseline	NA	NA	3,637 tonnes	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)
CO2 reduction from Local Authority operations previous 12 months (April - March)	NI 185 (b)	NA	#		2% reduction on baseline	NA	NA	NA	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)
Air quality - total NOx and PM10 emitted through local authority estate and operations (tonnes)	NI 194(a)	8,787 tonnes	#		1%> reduction on baseline	NA	NA	8,787 tonnes	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)

Corporate Performance Report - Quarter 4, Period Ending March 2010

Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	
Air quality - % reduction in NOx and PM10 emitted through local authority's estate and operations for previous 12 months (April - March)	NI 194(b)	NA	#		1%> reduction on baseline	NA	NA	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)
<b>Housing, Leisure and Customer &amp; IT Services Directorate</b>								
Energy Efficiency - the average SAP rating of local authority owned dwellings	BV 063	73	#		73	72	72	73
Awaiting information from external source. Date unknown.								

Key to Terms and Symbols	
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Worsening performance compared to same quarter last year ▼	Recovery plan in place (RP)
No change in performance compared to same quarter last year ◀▶	TBC
No data available for the period #	LDS
Not applicable for this indicator/period NA	Local Development Scheme
	GB
	Great Britain



**Overview and Scrutiny 2010/11  
Suggestions from CMT April 2010**

The following items were suggested by CMT for potential consideration as part of the Overview and Scrutiny process in Redditch in 2010/11.

- 1) **Arts and Events Strategy** – pre-scrutiny (date not specified).
- 2) **Climate Change Strategy** – pre-scrutiny (August/September 2010).
- 3) **Community Engagement Strategy** and **Community Forums** – pre-scrutiny – estimated timeframes of March 2011.
- 4) **Council Plan 2010/13/Corporate Plan** – Redditch only (to replace standard reviews of each Service Plan).
- 5) **County Play Strategy** – pre-scrutiny of the district version of the play strategy once the County version has been finalised (date not specified, subject to the finalisation of the County Play Strategy).
- 6) **Customer Access Strategy** – pre-scrutiny (the last quarter of the year).
- 7) **Dial-a-Ride Service** – (Date not specified – subject of an ongoing scrutiny review).
- 8) **Every Child Matters Strategy** (and the five subsidiary themes within that strategy) – (date not specified).
- 9) **Garden Waste Collection Strategy** – *pre-scrutiny (September 2010). This item has already been identified as suitable for pre-scrutiny by members of the Overview and Scrutiny Committee.*
- 10) **The Place Survey** – Committee level assessments (late 2010).
- 11) **Red Flag issues** (Educational Attainment and Health Inequalities) – (date not specified).
- 12) **Shared Services** – Redditch Borough Council and Bromsgrove District Council have entered into shared service arrangements. This may be a suitable area for joint scrutiny. (Date not specified but this is likely to require ongoing monitoring arrangements).
- 13) **Tackling Health Inequalities: the Role of Leisure Services** – potentially suitable for a detailed Task and Finish Review (date not specified).
- 14) **WETT Service Level Agreements** – This will potentially involve joint scrutiny with other local authorities in Worcestershire (date not specified but likely to require ongoing monitoring arrangements).



**Letter from the Chair of the Worcestershire Overview and Scrutiny Performance Board, the lead Scrutiny Board at Worcestershire County Council**

Dear District Council Scrutiny Colleagues

Following the introduction of the County Council's new scrutiny arrangements last June, it seems timely to look back to see how the new system has been working and to start to plan for next year.

In the weeks ahead, the Overview and Scrutiny Performance Board (OSPB) will be drawing up a work programme for 2010/2011 for itself and the four panels which work alongside it. In drawing up the work programme, the Board is keen to hear from as many people as possible and would particularly welcome suggestions from colleagues in Worcestershire's District Councils – both Members and Officers.

If you or your Members have any suggestions for future scrutiny topics that the OSPB might consider as part of the work programme, or indeed any comments about how the first year of the County Council's new scrutiny structures has gone, please get in touch with Alyson Grice or Samantha Morris (Scrutiny Officers) [agrice@worcestershire.gov.uk](mailto:agrice@worcestershire.gov.uk) [sjmorris@worcestershire.gov.uk](mailto:sjmorris@worcestershire.gov.uk) (01905) 766619. Responses by Friday 25 June would be much appreciated.

Please get in touch if you have any questions

Yours sincerely

Tom Wells



**Overview and Scrutiny Committee: 23rd June 2010**  
**Volunteering Policy**

During an interview with an expert witness hosted by the LSP Task and Finish Group the subject of a volunteering policy for staff was discussed. The Group were informed that Bromsgrove District Council have a volunteering policy enabling members of staff to volunteer during a certain number of working hours in the year. This arrangement was valued by representatives of the Voluntary and Community Sector.

The LSP Task and Finish Group agreed that whilst this subject was not within the remit of their review it might be of interest to the members of the Overview and Scrutiny Committee. They have therefore referred the subject to the Committee for further consideration and have proposed a number of questions for the consideration of Officers as detailed below:

- 1) How is the volunteering policy working in Bromsgrove?
- 2) Are Officers from particular professions or departments tending to take up the opportunity to undertake voluntary work? (Please elaborate).
- 3) What have been the benefits for staff who have made use of the opportunity to undertake voluntary work in line with the policy? (Do the members of staff feel that it is a worthwhile exercise?)
- 4) If we were to introduce a similar volunteering policy in Redditch would staff need to be consulted? (Did consultation occur in Bromsgrove?)



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**Bromsgrove**  
District Council

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

# **EMPLOYEE VOLUNTEERING POLICY**

For Employees at  
Bromsgrove District Council

Final approval given February 2010

## **Introduction**

Bromsgrove District Council (BDC) recognises the contribution that an employee-volunteering scheme can make to the wider community; allowing employees to 'give something back' to their community whilst at the same time enhancing flexibility and development opportunities for its employees. The Council also wishes to take proactive steps to develop our relationship with the voluntary sector and regards this as one small step towards that objective.

Employee volunteering can also act as a development tool for employees, providing them with "hands on" experience and the opportunity to make a real, worthwhile difference to the community. A range of skills can be acquired through participating in voluntary work, which in turn will benefit local communities. Achievements and opportunities may be recognised in the employee PDR scheme.

Volunteering is a chance to get out and meet new people, interact with other employees and explore new challenges. Volunteering opportunities will be promoted and supported by the council. BDC will work closely with BARN (Bromsgrove and Redditch Network) who will provide access to a database of volunteering opportunities across the district. All volunteering activities must be undertaken within or in support of the local Bromsgrove community.

BDC is committed to supporting employees who wish to take time to volunteer and become more involved in community activities during their normal working hours. BDC will encourage its employees to volunteer, but recognises that volunteering is a matter of personal choice. The take-up of volunteering opportunities will be monitored annually through the Staff Survey in order that it can be reported back to BARN and the Corporate COMPACT Group..

This policy applies to all employees of the council, irrespective of their status or position.

## **Equality of Opportunity**

In accordance with the Council's Comprehensive Equalities Policy, the Council will ensure that no employee receives less favourable treatment on the grounds of their gender, sexual orientation, race, disability, age, religion or belief, spent criminal offences, trade union membership, political beliefs, marital status or responsibility for dependants in any conditions or requirements of employment.

Where a disabled employee seeks to undertake a volunteering opportunity the Council will work with the voluntary sector to make reasonable adjustments to facilitate the volunteers support..

## **What is Employee Volunteering?**

Employee volunteering is when volunteers are supported by their employer, either during work time or on their own time. Volunteering is promoted, encouraged and recognised by the organisation.

## **Types of Employee Volunteering Activity**

There are three types of volunteering activities available under this guidance:

### **Team Activities**

A "one-off" practical task completed by a group of employees often in one day. Offers great team building opportunities, and gives employees a day away from their usual working environment where they can develop new skills and go home with a real sense of achievement. Teams can



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take a half or one day activities, working on projects such as painting buildings, undertaking a community garden project or taking on other exciting opportunities. The activities are designed to meet community needs, will support team building and learning and development as well as giving individuals the chance to try something new.

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## **Individual Activities**

Individual activities are a great way to gain individual skills in specific areas of work and work with different community groups. Examples include volunteering in the Youth Service (including the Duke of Edinburgh's Award), Ranger Service, undertaking administration tasks, coaching and even fundraising. Individuals can suggest their own ideas or work within local voluntary agencies who will be able to recommend and/or suggest activities.

Information on current opportunities can be obtained from BARN.

## **Skills Bank**

Skills Bank is a term used for employees to enhance and develop their skills via volunteering. Employees will need to register their skills with BARN who will match the skills on offer to individual tasks/projects. Tasks/projects will vary and may require from 2 hours onwards to complete, with no further commitment. Examples include IT training, photography, undertaking presentations, project management, revamping websites and assisting with marketing projects.

Volunteering opportunities that are available will be advertised on the intranet/notice boards.

## **Why Employee Volunteering Can Make a Difference**

There are benefits for BDC, its employees and the local community at large in volunteering.

### **Benefits to Employees**

Community involvement offers a whole range of benefits to employees including:

#### **Learning new skills**

Employee volunteering is viewed as a positive activity which contributes to an individual's lifelong learning. It can also enable employees to develop their skills in a way not necessarily possible at work e.g. project organising. They can learn important life and work skills from working in a new and different environment.

#### **Meeting new people**

Volunteering can help to provide networking opportunities for staff with colleagues and employees from other divisions or organisations.

#### **Boosting confidence**

Volunteering can improve skills and self-confidence by trying things outside normal comfort zone.

#### **Making a difference**

Volunteering will help to get a wider perspective of some of the issues in the local community. It also provides employees with an opportunity to contribute to an issue they really care about. It can be satisfying and fulfilling to do something that helps others.

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## **Having fun**

Most employees enjoy volunteering enormously, seeing it as an opportunity to do something completely different from their day job.

## **Benefits to the Local Community**

The voluntary sector relies on outside support to meet the needs of the community it serves. Employee volunteers contribute time, skills and enthusiasm to get things done. Skilled employee volunteers can not only provide the professional skills which voluntary organisations struggle to afford, but also help the organisation's own staff. Volunteers, in turn, develop new skills and increased confidence.

## **Benefits to the Council**

Employee volunteering can help BDC to:

### **Help the local Community**

BDC recognised the importance of playing an active part in the local community and believes it is important for employees to get involved in community activities as a way to give something back.

### **Improve local reputation**

Employee volunteering can attract positive media coverage, enhance BDC's reputation and raise its profile. Employee volunteers make great ambassadors and will help make BDC an employer of choice and a great place to work.

### **Build important relationships**

Employee volunteering will help BDC to establish beneficial relationships in the wider community.

### **Enhance the skills of employees**

Employees have the opportunity to develop and practice a wider range of skills, especially leadership, communication, creative thinking, problem solving, decision making, project management and team working.

### **Improve levels of recruitment and retention**

Employees are the most valuable asset that BDC has. It is important that employees feel good about working for BDC. Employee volunteering helps to create a positive culture.

## **Time allowed for Volunteering and Application Request**

### **What can I request?**

BDC will grant a maximum of 16 volunteer hours during any 12-month period, which is paid time away from work (part time employees will be on a pro rata basis) for all employees, to carry out individual and skills bank voluntary activities.

The 16 volunteer hours, may be taken as a whole block of time or alternatively, can be spread across the year. However, time off must be agreed in advance with the employee's line manager and will be subject to service needs.

The work time that is spent as a volunteer is in addition to any other time allowed off for special duties such as:

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- Jury Service
- School Governor
- Magistrate
- Trade Union Activity
- Reservist

## **How do I make an application?**

It will be the employee's responsibility to organise his or her own volunteering activity whilst being supported by BDC. It is important for employees to take time to decide what volunteering activity they would be interested in, because working in an area that they would enjoy will make the experience more rewarding.

Once the employee has identified a volunteering activity and made contact with the voluntary organisation, they must complete the Employee Volunteering Request Form, which is attached to this guidance. Employees should remember to leave enough time for the request to be agreed with their line manager.

The Employee Volunteering Request Form must be completed every time they make an application to volunteer and be sent to their line manager.

## **What happens next?**

The line manager will consider the application as they are the person who will authorise time off for volunteering activities. The line manager also reserves the right to decline an application. Reasons for this decline could include service needs/delivery, planned structural changes, etc.

Once agreed or declined a copy of the Employee Volunteering Request Form will be sent to Human Resources for monitoring and evaluating purposes.

Once agreed, times and dates of the volunteering activity should be agreed in conjunction with the employee's line manager and the voluntary organisation/charity.

## **Conditions of Volunteering Activities Supported by this Scheme**

An employee who wishes to participate in a volunteer activity in the community must adhere to the following conditions:

Time away from work must be agreed with their line manager in advance, and reasonable notice of the request must be given (at least 4 weeks). Reasonable notice is required to allow both the individual and their line manager to organise any necessary cover within their team.

The volunteering activity should not bring the Council into disrepute.

The volunteering activity must not conflict with the employee's work for the Council for example, acting as a treasurer for a charity that you have regular contact with in your council role. Employees should seek further advice from their line manager if they are concerned about potential conflicts of interest.

As an employee of the Council it is important to adhere to Council's policies and procedures including the Code of Conduct. Employees must also respect confidentiality when undertaking voluntary activity. In practice, this will mean being aware of sensitive or confidential information disclosed.

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Time taken for voluntary activities must be recorded as "Volunteer Hours".

Employees who accept a volunteering activity are expected to attend and meet their commitment. If an employee fails to attend a pre-agreed volunteering activity they will need to explain their non-attendance to their line manager. If non-attendance is due to sickness absence, then it must be reported by the usual sickness absence notification. Please refer to the Sickness Absence Reporting Requirements. If no reason for the absence is provided for the employee's non-attendance, this should be treated as an unauthorised absence and no payment for the time not worked will be made.

Either party has the right to terminate an arrangement to volunteer, however a reason for the discontinuation will be required from the Council.

## **Use of Council Resources and Equipment**

In preparing for a volunteering placement, it is anticipated that it will be necessary to use some of the Council's equipment, within reason. As a reasonable guide, employees may use office facilities for the purpose of arranging their placement:

- Up to 5 local rate telephone calls
- Up to 50 pages of photocopying
- Up to 5 faxes

Should employees require further equipment or facilities above this limit, they will need to discuss and agree this with their line manager.

There is no central volunteering budget; therefore time and costs will be covered from existing budgets. However, apart from the indirect cost of covering the work of the volunteers, it is not anticipated that direct costs will be unmanageable.

## **Monitoring and Evaluation**

Evaluation of the Employee Volunteering programme is vital so that we can improve and build on it. We endeavour to continually monitor and evaluate its impact to ensure long-term success.

Employees must send a copy of their completed "Employee Volunteering Form" to the HR Team. Their line manager will keep the original of the form to discuss with the employee as part of the wider evaluation of their learning and development activities during annual PDR meetings and at 1-2-1's.

It is the responsibility of the employee and their line manager to monitor the number of volunteering hours their employees undertake.

After the volunteering experience, we would welcome employees to record and share their experiences by completing the "Volunteering Feedback Form" and return to the HR team. This feedback will assist us to ensure our Employee Volunteering Programme is successful and worthwhile for our employees.

## **Communication**

Volunteering activities will be promoted in the following ways through:

- The intranet with appropriate links to external web sites about volunteering
- Notice Boards
- Employee Induction

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- PDR's and Development
- Cascade through team talks, team briefings & 1-2-1's

## **Health and Safety**

### **Bromsgrove District Council Volunteering Activities**

If an employee undertakes a volunteering activity, they will be automatically covered by the Council's Public Liability Insurance and the Council's Employer's Liability Insurance.

However, employees may need to undertake a risk assessment and have any additional health and safety training that is relevant to the activity i.e. manual handling. The voluntary agency will be asked to advise if this is required prior to the volunteering commencing.

### **Criminal Records Bureau Process**

If employees are going to be working with children, then the Criminal Records Bureau process must be undertaken before any volunteering activity can commence. Employees will be advised on this by the appropriate contact for the volunteering activity. If you require further information, please contact the HR Team.

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**EMPLOYEE VOLUNTEERING REQUEST FORM**

<p>This form should be completed when making a request for time off under this policy.</p> <p><b>Time away from work must be agreed with your line manager in advance.</b></p> <p>You should give as much notice as you can, (a minimum of 4 weeks), as this will help you and your line manager to make any necessary arrangements for cover etc where the request is approved.</p>	
<b>Name</b>	
<b>Job Title</b>	
<b>Division</b>	

<p><b>Details of the Request (to be completed by employee)</b></p> <p>Reason for request (please attach any available information you may have about the volunteering opportunity)</p>
<p><b>Time off required: (dates and no of hours requested)</b></p>
<p>Signed: (employee)</p> <p>Date:</p>
<p><i>When you have completed this section pass the form to your manager or supervisor who will advise you of the decision, returning a copy of the completed form to you.</i></p>

<p><b>Line Manager to Complete: Decision: agreed/not agreed (delete as appropriate)</b></p>
<p>If <b>not agreed</b> please give the reason(s) for your decision</p>
<p>Line Manager Name:</p> <p>Signed:</p> <p>Date:</p>

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**Evaluation Form**

Please remember to keep a copy and use as part of your annual PDR review.

**Name:**

**Department:**

<p><b>What did you enjoy about the volunteering activity?</b></p>	
<p><b>What new skills or knowledge did you acquire?</b></p>	
<p><b>What did you least enjoy about the volunteering activity?</b></p>	
<p><b>Are there any changes to policy you would wish us to reflect on?</b></p>	
<p><b>Any Other Comments (continue on separate sheet if necessary):</b></p>	
<p><b>How would you rate the overall volunteering activity?</b></p> <p>1      <b>Poor</b></p> <p>2      <b>Satisfactory</b></p> <p>3      <b>Good</b></p> <p>4      <b>Excellent</b></p>	





# Overview and Scrutiny

No Direct Ward Relevance

## Committee

23rd June 2010

### 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	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 Annual Update on the Implementation of the Civil Parking Enforcement Scheme	Chief Executive Chief Executive Relevant Lead Heads of Service Relevant Lead Heads of Service

# Overview and Scrutiny

Committee

23rd June 2010

	<p><b>REGULAR ITEMS</b></p> <p>Update on fly tipping and progress with the Worth It campaign</p> <p>Update on the work of the Crime and Disorder Scrutiny Panel.</p>	<p>Relevant Lead Heads of Service</p> <p>Relevant Lead Heads of Service</p>
	<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;</li> <li>3. Joint Worcestershire Hub Scrutiny; and</li> <li>4. Bus Pass Scheme County Provision.</li> </ol>	
<b>OTHER ITEMS - DATE FIXED</b>		
<b>23rd June 2010</b>	Consideration of items for scrutiny suggested by the Council's Corporate Management Team	Relevant Lead Head of Service
<b>23rd June 2010</b>	Fees and Charges Task and Finish Group – Update on Implementation of the Charging Policy	Relevant Lead Head of Service

# Overview and Scrutiny

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<b>23rd June 2010</b>	Quarterly Budget Report - Quarter 4 2009/10	Relevant Lead Head of Service
<b>23rd June 2010</b>	Quarterly Performance Report - Quarter 4 2009/10	Relevant Director
<b>14th July 2010</b>	Disabled Facilities Grants and the Lifetime Grant – scrutiny of the Countywide Scheme	Relevant Lead Head of Service
<b>14th July 2010</b>	Council Flat Communal Cleaning Task and Finish Group – Monitoring Report	Relevant Lead Head of Service
<b>4th August 2010</b>	Town Centre Landscape Improvements (including Church Green Improvements) Report – Pre-Scrutiny	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>	Garden Waste Collection – Pre-Scrutiny	Relevant Lead Head of Service
<b>15th September 2010</b>	Quarterly Performance Monitoring Report – First Quarter	Relevant Lead Head of Service
<b>15th September 2010</b>	Sub Regional Choice Based Lettings – Pre-scrutiny	Relevant Lead Head of Service

# Overview and Scrutiny

Committee

23rd June 2010

<b>17th November 2010</b>	Update on fly tipping and progress with the Worth It campaign	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
<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>23rd March 2011</b>	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
<b>13th April 2011</b>	Update on fly tipping and progress with the Worth It campaign	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>		

# Overview and Scrutiny

Committee

23rd June 2010

	Dial-a-Ride Task and Finish Review – Final Report	Relevant Lead Head of Service
	Local Area Agreement Review – Consideration of Scoping Document.	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Private Sector Home Support Service – Pre-Scrutiny	Relevant Lead Head of Service
	Consideration of the Worcestershire Enhanced Two-Tier (WETT) Regulatory Service	Relevant Lead Heads of Service
	Work Programme Planning Event 2010/11	Relevant Lead Head of Service

