

Overview and Scrutiny Committee

Wednesday, 27th
October, 2010
6.30 pm

Committee Room Two
Town Hall
Redditch



Access to Information - Your Rights

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

Your main rights are set out below:-

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

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

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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

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

Further Information

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

Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

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

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



Overview and Scrutiny Committee

Wednesday, 27th October, 2010

6.30 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs:	Diane Thomas (Chair)	William Norton Brenda Quinney
	Anita Clayton (Vice-Chair)	Mark Shurmer Graham Vickery
	Peter Anderson	
	Bill Hartnett	
	Robin King	

<p>1. Apologies and named substitutes</p>	<p>To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.</p>
<p>2. Declarations of interest and of Party Whip</p>	<p>To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.</p>
<p>3. Minutes (Pages 1 - 10)</p>	<p>To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.</p> <p>(Minutes attached)</p> <p>All Wards</p>
<p>4. Actions List (Pages 11 - 14)</p> <p>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>(No Specific Ward Relevance)</p>
<p>5. Call-in and Scrutiny of the Forward Plan</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 are suitable for scrutiny.</p> <p>(No separate report).</p> <p>(No Specific Ward Relevance)</p>

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<p>6. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <p>(No reports attached)</p> <p>(No Specific Ward Relevance)</p>
<p>7. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ol style="list-style-type: none">1. External Refurbishment of Housing Stock – Chair, Councillor Graham Vickery;2. Joint Worcestershire Hub – Redditch representative, Councillor Roger Hill; and3. Work Experience – Chair, Councillor Peter Anderson. <p>(Oral reports)</p> <p>(Greenlands Ward, Otherwise No Specific Ward Relevance)</p>
<p>8. Petition to keep a Family Resident in a Council Property on Prospect Road</p> <p>(Pages 15 - 16)</p>	<p>To receive a petition to keep a family resident in a Council property on Prospect Road.</p> <p>(Report attached).</p> <p>(Lodge Park Ward)</p>
<p>9. Review of the Dial-A-Ride Service</p> <p>(Pages 17 - 64)</p> <p>A Heighway, Head of Community Services</p>	<p>To consider the contents of a further report on the subject of recommendations for the future delivery of the service and to determine whether to make any recommendations to the Executive Committee regarding the service.</p> <p>(Report attached)</p> <p>All Wards</p>
<p>10. Performance Report - Portfolio for Housing, Local Environment and Health</p> <p>(Pages 65 - 86)</p> <p>H Bennett - Director of Policy, Performance and Partnerships</p>	<p>To consider a report outlining the performance of services within the Housing, Local Environment and Health portfolio and to propose a number of questions for the Portfolio Holder to address during the delivery of his annual report before the Committee on 17th November.</p> <p>(Report attached)</p> <p>All Wards</p>

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<p>11. Budget Scrutiny</p> <p>Pickering - Exec Director (Finance and Corporate Resources)</p>	<p>To undertake the first stage of budget scrutiny in 2010/11.</p> <p>(Reports to follow).</p> <p>All Wards</p>
<p>12. Charging Policy - Monitoring Report</p> <p>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, on the local authority's fees and charges setting process.</p> <p>(Report to follow)</p> <p>All Wards</p>
<p>13. Training Updates</p>	<p>To receive feedback from Councillors regarding recent scrutiny training:</p> <ul style="list-style-type: none">a) The Future of Overview and Scrutiny Conference (5th October) – Councillor Brenda Quinney; andb) Scrutiny Skills Workshop (5th October) – Lead Member, Councillor Diane Thomas. <p>(Oral reports and written report to follow).</p> <p>(No Specific Ward Relevance)</p>
<p>14. Referrals</p>	<p>To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. <p>(No separate report).</p> <p>(No Specific Ward Relevance)</p>
<p>15. Work Programme</p> <p>(Pages 87 - 92)</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">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>

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16. Exclusion of the Press and Public

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

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

(No Specific Ward Relevance)



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2010

MINUTES

Present:

Councillor Diane Thomas (Chair), Councillor Anita Clayton (Vice-Chair) and Councillors Peter Anderson, Andrew Fry, Robin King, William Norton, Brenda Quinney, Mark Shurmer and Graham Vickery

Also Present:

Councillor Roger Hill and Michael Collins, (Independent Member of the Standards Committee).

Officers:

A Heighway, S Horrobin, A Marklew, G Revans, H Bennett, C Felton and R Griffin and S Skinner

Committee Services Officer:

J Bayley and M Craggs

102. APOLOGIES AND NAMED SUBSTITUTES

An apology for absence was received on behalf of Councillor Bill Hartnett. Councillor Andrew Fry was named substitute in his absence.

103. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

104. MINUTES

RESOLVED that

the minutes of the meetings of the Committee held on 15th September and 21st September 2010 be confirmed as correct records.

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Chair

Overview and Scrutiny Committee

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105. ACTIONS LIST

The Committee considered the latest version of the Action List and specific mention was made on the following matters:

a) Options for Public Speaking (Item 2)

Members were advised that Officers were undertaking research into the options for public speaking at Overview and Scrutiny Committee meetings. A report on this subject would be presented at a following meeting of the Committee.

b) Joint Chairs and Vice Chairs' Scrutiny Network (Item 7)

Officers advised that the following meeting of the Joint Chairs and Vice Chairs' Scrutiny Network would take place at Redditch Town Hall on 29th November 2010.

b) Pitcheroak Golf Course (Item 10)

Members confirmed that they had received the figures relating to the number of female members of Pitcheroak Golf Course prior to the meeting.

c) Stratford on Avon District Council (Item 11)

As requested at the previous meeting of the Committee, the questions which had been proposed by Stratford District Council for consideration during an interview with Redditch Councillors had been circulated for Members' consideration. The interview had occurred prior to the Committee meeting and Stratford Councillors were present to observe the Committee in action.

RESOLVED that

the update reports be noted.

106. CALL-IN AND SCRUTINY OF THE FORWARD PLAN

There were no call-ins and no items were identified on the Council's Forward Plan as suitable for further scrutiny.

107. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

Councillor Graham Vickery presented a completed scoping document for the consideration of the Committee, which contained

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the proposed terms of reference for a Task and Finish review of methods for promoting Redditch.

Officers explained that attempts had been made in previous years to promote the positive aspects of the town. The Council had recently successfully completed the 'It's My Place' campaign, which had aimed to enhance community pride as well as residents' familiarity with the facilities available within the town. Posters, advertisements in local newspapers, and other promotional materials had been produced as part of this process and residents had been consulted regarding their views of the town.

Some concerns were expressed about the proposed review. Members noted that Officers with expertise in marketing and communications were already undertaking work to promote the town. Under these circumstances there was the potential for duplication. Moreover, Members commented that the anticipated timeframes for the review might be unrealistic. As an alternative it was suggested that an additional section could be added to the Council's standard report template, requiring report authors to clarify how the proposals contained within the report would contribute to a positive image of Redditch.

However, it was acknowledged by Officers that further work needed to be undertaken to promote the town. For example, a Task and Finish review could enable the Council to identify a 'Unique Selling Point' for Redditch. This would help to provide a positive focus for future communications and marketing campaigns. Whilst the final membership that would be appointed to the Task and Finish Group might lack expertise in the fields of communications and marketing they would provide a fresh perspective on the subject. Under these circumstances Officers suggested that they would welcome the review.

RESOLVED that

- 1) a Task and Finish review focussing on promoting Redditch be launched;**
- 2) Councillor Vickery be appointed to Chair the Task and Finish Group; and**
- 3) the report be noted.**

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108. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee considered the following reports in relation to current reviews:

a) External Refurbishment of Housing Stock

The Chair explained that he had attended a walkabout in the Greenlands ward that afternoon and in particular had focussed on the condition of properties and the surrounding environment in Martley Close, Rushock Close and Wishaw Close. During the walkabout Members and Officers had identified a number of issues that needed to be addressed. In particular, the urban design of a number of the buildings detracted from the general aesthetic of the area. In addition the cosmetic appearance of garage doors and building facades had been discussed and it had been noted that the use of bright colours on these surfaces would create a more pleasant atmosphere for local residents. The planting arrangements had also been assessed and it had been suggested that a greater variety of plants would contribute to a more appealing visual appearance. Examples of fly tipping and other detritus had been identified and cleansing work would need to be undertaken in the more immediate future to resolve these issues.

However, whilst there were problems in some parts of the ward the Chair emphasised that this was only in small, very localised areas. The majority of Greenlands ward was clean, safe and a welcoming place to live.

The Chair confirmed that he would aim to deliver a final report on the item for the consideration of the Committee on 17th November.

b) Joint Worcestershire Hub

Councillor Hill, the Redditch co-opted representative on the review, confirmed that he had attended two meetings of the Joint Worcestershire Hub Task Group. He had ensured that the Committee's recommendations had been considered by the Group and would be attending a further meeting of the Group on 14th October to discuss the Group's draft final report.

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c) Work Experience Opportunities

The Chair, Councillor Anderson, confirmed that three further members had recently been appointed to the Group: Councillors Fry; Norton; and Shurmer. Members of the Group confirmed that they had arranged to attend a jobs fair which was scheduled to take place in the Town Hall on Friday 8th October, when they would have an initial opportunity to investigate the existing provision of work experience opportunities within the borough.

RESOLVED that

the update reports be noted.

109. COUNCIL PLAN 2011-14 PART 1

Officers attended to deliver a presentation on the subject of the Council Plan – Part 1 and specific mention was made of the following matters:

a) General Context in Redditch

Officers reported that in the last Comprehensive Area Assessment the Audit Commission had recognised that the Council was performing adequately. Furthermore, assessment in relation to performance indicators had revealed that steady improvements were being achieved in service delivery.

Redditch had a relatively young population in comparison to other districts in Worcestershire. However, younger people were more likely to reveal during consultation that they were dissatisfied with local services and with living in the area.

b) Participation in sporting activities

Members were advised that Redditch had the lowest levels of participation in sporting activities in the county. A large number of sporting facilities are available in the Borough, so the indicator suggests that these facilities are being utilised by a keen cohort of local residents. Delivery mechanisms need to be identified to encourage more people to participate in sporting activities. There is a clear link between participation in sport and healthy outcomes.

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c) Areas of deprivation

There are five super-output areas within the town, consisting of relatively small local populations of approximately 1,000 residents, which were considered to be areas of deprivation i.e. in the top 20% most deprived nationally. Members were advised that within these areas there had been a number of positive developments, so whilst there remained a need to regenerate those locations there also needed to be some recognition of progress, for example the areas of highest need project and the Church Hill regeneration scheme.

Particular areas of Winyates and Church Hill wards were designated as in the top 10 per cent of deprived areas in the country. However, Members noted that this level of deprivation was very localised as it did not apply to locations such as Church Hill North, Winyates West or Winyates Green, which were all neighbourhoods located within those wards.

d) Net Migration

Members agreed that Redditch was strategically located within the region, close to the urban conurbations of Birmingham and Coventry, and within reach of the motorway network and Birmingham International Airport. Members concurred that this represented an excellent local context and that it should have ensured that Redditch was an economically vibrant town. However, there had been a slight net population migration out of the town. Whilst the figures remained low this development is concerning and needs to be addressed.

RECOMMENDED that

**the proposed content of the Council Plan – Part 1 be approved;
and**

RESOLVED that

the report be noted.

110. REVIEW OF DIAL-A-RIDE - PRESENTATION

Officers attended to deliver a presentation updating the Committee on the performance of the Dial-a-Ride service and contained proposals for its future delivery. Members were informed that the

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service continued to provide residents with good value for money although usage had slightly decreased during the past three years. Delivery costs were also increasing and the financial value of the current fleet was steadily depreciating. The Council had consequently reviewed that viability of outsourcing the delivery of the service and compared these potential benefits with retaining in-house service provision.

Members spoke of their support for the service. It was felt that there existed real potential benefit through working in conjunction with both Bromsgrove DC and Worcestershire CC by gaining knowledge of best practice and obtaining greater funding opportunities.

RECOMMENDED that

the Committee postpone making recommendations to Executive on the future of the service until it received a more detailed report at the next meeting on 27th October 2010; and

RESOLVED that

the report be noted.

111. GARDEN WASTE COLLECTION - PRESENTATION

Officers attended to deliver a presentation informing the Committee of the outcomes of the Garden Waste Collection Service trial.

Members heard that the service was offered to 4,800 residents across trial areas within the west and east of the Borough and had been taken up by 322 customers. Customer feedback on the service was positive, although uptake was disproportionately higher in the west compared to the east. Officers acknowledged potential risks of: low customer uptake; customer dissatisfaction if the service was not rolled out Borough wide; and increased transport emissions from a larger transport fleet. However, Members were also informed that widening the provision of the service was likely to increase the Council's performance against NI 192: increasing waste re-used, recycled and composted.

Members raised concerns that potential costs accrued by the Council in providing a free service could be considerable and difficult to sustain in the longer term. It was felt however that imposing a charge for service use would deter many residents from using the service

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Members expressed further concern that only residents with larger gardens and subsequent greater demand, typically within the more affluent areas of the Borough, would obtain real value for money from the service. Members also felt that take up would be constrained within less affluent areas as it would be difficult in many cases to accommodate another bin in front of a household due to space constraints.

Members suggested that focus should be placed on improving the current recycling rates of household waste rather than shifting emphasis towards recycling garden waste. Officers responded that the rejection rate of household recycling at the Norton Plant had recently decreased considerably.

Members commented also that clear criteria measuring the success of the trial was not evident within the report. Officers acknowledged this and also the suggestion that any future reports contain a comparison between trends of tonnages of garden waste going to Household Recycling Centre against the tonnages collected.

Based on the information provided and Members' concerns regarding delivery of the service, Members agreed that the first option proposed by Officers, to discontinue the service, should be approved by the Council.

RECOMMENDED that

the Garden Waste Collection Service be stopped; and

RESOLVED that

the report be noted.

112. FEEDBACK FROM SCRUTINY TRAINING EVENTS

Members agreed that, due to the late hour of the meeting, the feedback from the training events should be delivered at the following meeting of the Committee. As part of this process the Chair requested that Councillor Quinney, who had attended the Future of Overview and Scrutiny Conference, hosted by the Centre for Public Scrutiny on 5th October, present a written report for members' consideration.

RESOLVED that

the Overview and Scrutiny Committee's Work Programme be amended accordingly.

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113. REFERRALS

There were no referrals.

114. WORK PROGRAMME

Members noted that the first budget scrutiny workshop for 2010/11 would take place on Monday 25th October.

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.10 pm
and closed at 9.50 pm

Actions requested by the Overview and Scrutiny Committee

Date Action Requested	Action to be Taken	Response
14th July 2010 1	Members questioned what courses would not be provided if the REDI Centre were to be closed.	Officers were asked to provide this information in due course. Lead Officer, Project Development Manager, estimated completion date, not specified. TO BE DONE.
4th August 2010 2	Members discussed the points that had been raised during the course of the Scrutiny Work Programme Planning Event concerning public engagement. With scrutiny.	Officers to scope options for public speaking at Overview and Scrutiny Committee meetings and the practicalities involved in convening Overview and Scrutiny Committee meetings at various locations across the borough and to report back for the consideration of the Committee at a later date. Lead Officer, Head of Legal, Equalities and Democratic Services, Estimated completion date not specified. TO BE DONE.
15th September 2010 3	Members agreed that there should be a short sharp review of the housing stock in Woodrow as an interim measure prior to further consideration of any Task and Finish Review. This would be led by Councillor Vickery and relevant Officers.	Councillor Vickery and relevant Officers to report back before the Committee on the conclusions reached in the short sharp review in November. Lead Councillor, Councillor Vickery, estimated completion date, 17th November 2010. TO BE DONE.
21st September 2010 4	Members agreed that the following items should be added to the Overview and Scrutiny Committee's Work Programme: 1) the Review of the Dial-a-Ride Service; and 2) the 2011/12 Grants Policy.	The Overview and Scrutiny Committee's Work Programme has been amended accordingly. DONE.

<p>21st September 2010</p> <p>5</p>	<p>Members launched a review of the work experience opportunities available to young people and requested that the Group Leaders and all non-executive Councillors be contacted to finalise the membership of the group.</p>	<p>Copies of the scoping document for the item have been circulated by Officers and responses are awaited from the Group leaders.</p> <p>DONE.</p>
<p>21st September 2010</p> <p>6</p>	<p>Members requested further information about the number of women who were members of the Pitcheroak Golf Club.</p>	<p>Officers have circulated this information for Members' consideration. DONE.</p>
<p>21st September 2010</p> <p>7</p>	<p>Members requested that copies of the questions to be proposed by Stratford District Council be circulated for Members' consideration in advance of the meeting.</p>	<p>Officers circulated this information prior to the meeting. DONE.</p>
<p>6th October 2010</p> <p>8</p>	<p>Members considered the scoping document for a possible task and finish review for Promoting Redditch. It was agreed that a Task and Finish Group would be set up with Cllr Vickery to Chair.</p>	<p>Officers to liaise with Group leaders to confirm membership</p> <p>TO BE DONE, lead Officers Overview and Scrutiny Support Officers.</p>
<p>6th October 2010</p> <p>9</p>	<p>Members considered the options regarding the future of the Dial-a-Ride Service. It was agreed that the Committee would postpone its recommendations to allow the reception of a more detailed report at the Committee meeting on 27th October 2010.</p>	<p>Officers to forward a copy of the Officers' briefing note for the item to Members and to amend the Committee's Work Programme accordingly.</p> <p>DONE.</p>
<p>6th October 2010</p> <p>10</p>	<p>Members requested a copy of the documentation that provided significant source material for the Council Plan.</p>	<p>Officers have circulated a copy of the Redditch Profile as requested.</p> <p>DONE.</p>

<p>6th October 2010</p> <p>11</p>	<p>Members proposed that feedback on the training sessions be provided at the following meeting of the Committee and Councillor Quinney was asked to provide a written report as part of this process.</p>	<p>The committee's Work Programme has been amended accordingly.</p> <p>TO BE DONE AT THIS MEETING.</p>
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By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

REDDITCH BOROUGH COUNCIL**Overview and Scrutiny**

27th October 2010

REPORT TITLE

Relevant Portfolio Holder	Cllr C Gandy
Relevant Head of Service	Angie Heighway, Head of Community Services
Key Decision	

1. SUMMARY OF PROPOSALS

This report contains the recommendations for the future delivery of the Council's Dial a Ride Service. The Council commissioned an independent review of the service which was carried out by JMP Consulting Agency. (Already circulated). This review was undertaken due to the current climate of reducing budgets, the impending Government Comprehensive Spending Review and the requirement to look at the sustainability and resilience of the service in future years.

2. BACKGROUND

- 2.2 The DAR service provides affordable travel around Redditch for people who cannot use public transport. It enables people to maintain independent living, giving customers an improved quality of life with easy access to health care, shopping and social events. This in turn has a positive impact on the mental health and well being of customers, helping to ensure they have a healthy and sustainable lifestyle long into their old age; whilst guaranteeing social inclusion.
- 2.3 The Council over a period of time have looked at the long term sustainability of DAR and have been working with the DAR Task and Finish Group to improve resilience, performance and cost effectiveness of the service
- 2.4 The continuing reduction in grant funding and increased pressures on public spending has highlighted a need for an independent review of the current Dial a Ride service.
- 2.5 JMP consultants were engaged to review the DAR service to look in depth at the operation of, and demands for, DAR. This included current policy, organisational structures, operation and deployment of vehicles and drivers, costs and revenue, models of provision, bookings management, demands and needs, user profile and patterns of usage, accessibility considerations, and the eligibility to use the service.

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3. KEY ISSUES

- 3.1 There will be increasing costs due to the age of the fleet of minibuses. There are 6 minibuses that are between 5 and 8.5 years old. As a result there is the need to invest in a new fleet over the next 2-3 years. The expected date of the first 3 buses to be replaced will in be in year 2011/2012 and will be part of the ongoing vehicle replacement plan
- 3.2 Worcestershire County Council have agreed to loan Redditch Borough Council two 6 seater vehicles to assess whether a mix of vehicles would be more cost effective for smaller groups or individual travellers. This pilot will run from the 1st of October to the 31st of March and we will have the option to extend further if all information required has not been collected.
- 3.3 There is a need to investigate further opportunities for additional types of provision which would include the hire of vehicles to community groups, register for contracts with Worcestershire County Council and have the option to have a mixed fleet of vehicles.

4. FINANCIAL IMPLICATIONS

- 4.1 By not acting on the recommendations of the JMP report a sustainable budget for service delivery is unlikely to be achieved. However if there is investment in new vehicles, increase to fares as suggested and the opportunity to work with other providers/partners a more positive outcome could be achieved.
- 4.2 An investment for 3 minibuses will be required in year 11/12 which is highlighted in the vehicle replacement programme. The cost of 3 adapted minibuses is £31,000 each with the depreciation showing as a revenue cost of £4429 plus MRP of £1,395 (£5,823 annually).
- 4.3 Concessionary Fares will be moving to Worcestershire County Council and there is a likelihood that the before 9.30 travel may be excluded from the provision of free travel. This may have an impact on DAR journeys as more customers would want to use the service before 9.30. There is also the possibility of being grant funded, from WCC, for the concessionary travel element instead of recharging the passenger journeys through the Councils in-house finance section. This has yet to be decided at County level. The Concessionary Fares Scheme will be passed to WCC on the 1st of April 2011.
- 4.4 By increasing the concessionary fare to £1.60, and based on 2009/2010 passenger figures of 33,842, the additional revenue raised would be an

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extra £18,613 (an additional 55p per passenger). From April next year if the fares are increased, and based on the figures for 2009/10 the actual revenue would be £54,147

5. LEGAL IMPLICATIONS

All contracts with partners/others will be subject to a detailed Service Level Agreement which will require the endorsement of the Council.

6. POLICY IMPLICATIONS

6.1 The current Dial a Ride Policy was last updated in 2006. The Integrated Passenger Transport Strategy 2007-2011 would form the basis of setting a specific policy for Dial a Ride.

6.2 Community Transport is supported by Worcestershire County Council policies through their Local Transport Plan and will provide opportunity to work closely and engage with Joint Members Transport Forum and Community Transport (CT) partnership.

7. COUNCIL OBJECTIVES

7.1 Enterprising community – Customers frequent the Kingfisher Shopping centre and local small business for personal care or shopping enabling those generally excluded to contribute to the wider society within Redditch

7.2 Clean and Green - Reduction in CO2 emissions could be achieved by purchasing new/smaller vehicles and maximising capacity.

7.3 Well managed organisation – Staff training on how to link trips and connect passengers to ensure the vehicles are used efficiently

7.3 In addition the DAR supports the Redditch Partnership's priority to improve health inequalities. The service provides affordable travel around Redditch for people who cannot use public transport and enables people to maintain independent living, giving customers an improved quality of life with easy access to health care

8. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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- 8.1 Failure to approve the recommendations will make it difficult for the Council to achieve a sustainable service.
- 8.2 The impact of the loss of the Dial a Ride Service will be;
- (a) customers will become socially isolated;
 - (b) customers health and well being will be severely affected;
 - (c) loss of staff; and
 - (d) a reduction in the level or loss of the DAR service currently provided, may lead to negative customer feedback and media reports which could be politically damaging to elected Members.

9. CUSTOMER IMPLICATIONS

- 9.1 Reduction or loss of service will affect well being and the quality of life for those who use the service. Deterioration in health may occur if clients can not attend clinics or appointments to help people remain fit and healthy
- 9.2 Independence will be affected for the most vulnerable who attend groups or clubs and cannot go due to cost of alternative travel options. This will also reduce attendance of people and may result in the clubs unable to continue due to diminishing customers.

10. EQUALITIES AND DIVERSITY IMPLICATIONS

- 10.1 Social exclusion for those who rely on door to door transport to attend social events, shopping trips and luncheon clubs
- 10.2 The cost of travel for those who need door to door transport would increase as private hire would have to be used by those who could not use public transport because of a disability
- 10.3 An Equality Impact Assessment (EIA) (Appendix 1. has been completed for the current service and a Predictive Equality Impact Assessment (PEIA) to look at the impact to customers should the service be dissolved. (Appendix 2).

11. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

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11.1 The JMP report states that as a Community Transport provider we are comparable to others in the delivery of the service. There has been a partial allowance for depreciation and replacement of vehicles (shown as a revenue contribution to capital charges) this figure is £27,750 for 2010/11. However a capital investment in new vehicles needs to be considered if the service is to continue.

11.2 All orders for vehicle replacement issued to manufacturers will be tendered for on the open market within Standing order 46 Procurement guide lines. This will safeguard the Council's budgets and quality of work.

12. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

12.1 CO2 emissions will be lower with new or smaller buses

12.2 Maximising capacity on buses by leaner working and improving procedures and policies to allow for better use of resources

13. HUMAN RESOURCES IMPLICATIONS

The possible integration of BURT administration and operations may have an affect on staffing and resources.

14. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

The proposed changes will assist the Council to make better use of the DAR service maximising capacity which will have a positive impact on its performance and increase the revenue to the Authority.

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

The Council, as is duty bound, has considered crime and disorder implications, none have been identified.

16. HEALTH INEQUALITIES IMPLICATIONS

16.1 Access to clinics such as chiropody, Asthma, Stroke etc will be affected as local bus routes may be infrequent or not on the same route as the clinic.

16.2 Unable to attend Medical appointments – Customers may wait longer before they are treated due to the cost of alternative door to door transport (taxis) this will have an impact on their health and well being which could add to the cost of care in the long term

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16.3 Unable to attend social activities or groups such as Age Concern or St David's Luncheon Club which would severely affect the mental health, well being and independence of our customers.

17. LESSONS LEARNT

17.1 Comparisons are made in the JMP report to other Community Transport providers which have shown that most Community Transport providers are comparable to Redditch DAR.

17.2 The need to work closely with Worcestershire County Council and the County transport forums is a high priority as it will enable us to consider the county wide provision of Community Transport and how we can diversify to increase revenue through securing small contracts and alternative funding streams.

18. COMMUNITY AND STAKEHOLDER ENGAGEMENT

18.1 Customers have been engaged through residential consultation on their views on DAR and how they valued the service.

18.2 Task and Finish group has been suspended until the review of DAR has been completed and recommendations of the JMP report have been assessed.

19. 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

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Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	No

20. WARDS AFFECTED

All.

21. APPENDICES

Appendix 1 - Current Equality Impact Assessment.

Appendix 2 - Predictive Equality Impact Assessment.

Appendix 3 – Review of Dial a Ride (Presentation to the Overview and Scrutiny Committee on Wednesday 6th October).

22. BACKGROUND PAPERSTask and Finish Group's Work.
Concessionary Fares Bulletins.**23. KEY**

RBC	Redditch Borough Council
BDC	Bromsgrove District Council
DAR	Dial a Ride
WCC	Worcestershire County Council
JMP	JMP Consultants
WRVS	Women's Royal Voluntary Service
BURT	Bromsgrove Urban and Rural Transport
CT	Community Transport
EIA	Equality Impact Assessment
PEIA	Predictive Equality Impact Assessment

AUTHOR OF REPORT

Name: Ruth Griffin

E Mail: ruth.griffin@redditchbc.gov.uk

Tel: 01527 64252 ext 3705



Appendix 1

Redditch Borough Council

Equality Impact Assessment Completion Form

1. Introduction

Redditch Borough Council is committed to providing equality in service provision and employment. We recognise that discrimination does not need to be intentional for unfair treatment or adverse impact to occur. We are aware that different groups may have different needs. Our approach to equalities recognises a range of different groups within our society and seeks to ensure fair and equitable services are provided to the whole community.

To meet our legal duties and to ensure that we are being fair to everyone we need to undertake equality impact assessments for all our policies, practices and services.

2. What is an Equality Impact Assessment?

An equality impact assessment is a way of finding out whether a policy (or proposed policy), affects different groups of people in different ways. It should be part of the normal policy making process. The term policy refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.

3. Who needs to undertake an Equality Impact Assessment?

Managers are required to undertake the equality impact assessments for their service area.

The Equality Champions may be able to assist with equality impact assessments, providing advice, guidance and information. They may be able to find the answers to any questions that arise.

We are required by law to undertake equality impact assessments on every service we provide. We recognise this will take valuable time and we have three years to undertake the work.

The assessments and their outcomes will be pulled together into a 3-year action plan for each service area.

4. What happens if I do find adverse impact?

If your assessment shows that your policy is likely to have an adverse impact on some groups of people, you need to think of ways to deal with this. Before making a decision you should also check that, by adopting an option that reduces the adverse impact on one group of people, you are not creating an adverse impact on another group. If this is unavoidable, decide and indicate how this can be justified.

5. Reporting

Please complete the attached form for every impact assessment that you do. We have to publish the results of every *formal* equality impact assessment. A copy of the form must be sent to the Strategy and Partnership assistant in Policy and the head of Legal, Equalities and Democratic Services Legal.

A copy of that report will be held corporately. Failure to record formal assessments will put the Council at risk. There is no need for officers to report back on any initial assessment or screening. It is suggested, however, that you keep good records to demonstrate an audit trail for initial assessments.

For further information or assistance please contact:

Claire Felton - Equalities Officer

Claire.felton@redditchbc.gov.uk

Ext 3237

Sarah Kelsey - Strategy and Partnership Assistant

Sarah.kelsey@redditchbc.gov.uk

Ext 3527

Equalities Impact Assessment Completion Form

1. What is the name of the service, policy, procedure or project to be assessed?

Dial a Ride

2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties are it designed to meet?

The DAR service provides affordable travel around Redditch for people who cannot use public transport. It enables people to maintain independent living, giving customers an improved quality of life with easy access to Health Care, Shopping and Social events. This in turn has a positive impact on the Mental Health of customers, helping to ensure them a healthy and sustainable lifestyle long into their old age; whilst guaranteeing social inclusion

3. List your customers/ stakeholders

Council tenants
Private Customers
Group Customers
Palace Theatre
Sure Start Children's Centres
Over 60's with a Bus pass
Disabled Residents with/without bus pass

4. How do you know who they are?

Service Level Agreements
Contracts
Referrals
Forums
Consultations
Customer feedback forms
Surveys
Personal information

5. Do any of your customers/ stakeholders come from the following Equality Groups?

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups	Yes		
Disability	Yes		
Gender (Male/ Female)	Yes		
Gender Re-assignment (Trans-sexual)			√
Marital Status	Yes		
Sexual Orientation			√
Religion/ Belief	Yes		
Age	Yes		
Income group	Yes		
Rural/Urban mix	Yes		
None of these			

6. What activities have you undertaken to establish the information to answer questions 4 and 5?

Customer Surveys
Lifeline Agreements
Referral forms
Feedback forms
Consultations

Who have you consulted and what methods have you used?

All of our customers register with this service and we hold basic information on our clients. We need to look at what information we do gather so we can provide equality and fairness in the delivery of our service area.

(Examples might be consultation exercise, research activities, feedback from surveys etc.)

Consultations
Customer Surveys
Registration Details

7. Is there evidence that any groups are being treated unfairly, directly or indirectly?

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups		No	Could be language barriers √
Disability		No	
Gender (Male/ Female)		No	
Gender Re-assignment (Trans-sexual)		No	√
Marital Status		No	
Sexual Orientation		No	√
Religion/ Belief		no	√
Age		No	
Income group		No	
Rural/Urban mix		No	
None of these			

8. Please detail the information you have gathered to support the answers to question 7.

Equality Group	Evidence gathered
Race / Minority Ethnic Groups	Referral routes monitored Confidential client forms Customer registration
Disability	Referral routes monitored Confidential client forms Customer registration
Gender (Male/ Female)	Referral routes monitored Confidential client forms Customer registration
Gender Re-assignment (Trans-sexual)	We do not ask this question on any of our forms
Marital Status	Referral routes monitored Confidential client forms Customer registration
Sexual Orientation	We do not ask this question on our forms
Religion/ Belief	Referral routes monitored Confidential client forms Customer registration
Age	Referral routes monitored Confidential client forms Customer registration
Income group	We do not assess financial assets we assess on need.
Rural/Urban mix	Referral routes monitored Confidential client forms Customer registration
None of these	

9. Is there any justification for any unfairness identified in question 7 - for Example, disproportionate cost? Describe the supporting evidence.

No

10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?

N/A

- 11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?**

Any information that is able to be published will be put on our web page through Redditch Borough Council web site. This is kept up to date monthly.

- 12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?**

Action point 4

- 13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.**

Action Required	By Whom	By When	Signed when completed	Priority	How has this Promoted Equality?
1. Look at procedure for Language barriers	Dial a Ride Manager/ Supervisor			Medium	
2. How we can capture data on sexual orientation	Dial a Ride Manager/ Supervisor			Medium	
3. Gender Re-assignment	Dial a Ride Manager/ Supervisor			Medium	
4. Look at ways to monitor the service for fairness and equality	Dial a Ride Manager/ Supervisor			Medium	

Equality Impact Assessment undertaken by (Signed)

Full name (in capitals please)

Position in the council

Date

When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant and Claire Felton, Equalities Officer

Glossary

Adverse impact

- where one or more group of people is disadvantaged by a policy or procedure.

Direct discrimination

- Treating someone less favourably than someone else in the same circumstances, egg:
 - Racist or sexist banter, derogatory comments and innuendo
 - Failure to treat grievances seriously
 - Failure to investigate grievances effectively
 - Inconsistent, irrational and subjective behaviour by employer
 - Failure to train staff and managers.

Indirect discrimination

- Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, egg:
 - Unnecessary height restrictions
 - Refusing training for promotion to part-timers
 - Fluency in language
 - Not allowing wearing of religious clothing
 - Word of mouth recruitment
 - Qualification requirements being too demanding for the level of the job.

Policy, Practices and Services

- refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce

Equality Groups

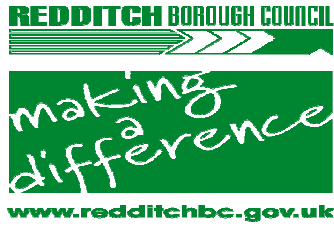
- all equality groups referred to in the assessment can be broken down into further sub groups as follows
 - Race/ Minority Ethnic Groups - consider all the categories in the Census
 - Consider issues around race, colour, nationality, national or ethnic origin
 - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
 - White British
 - White Irish
 - Any other White Background
 - Black Caribbean
 - Black African
 - Any other Black background
 - Pakistani
 - Indian
 - Any other Asian Background
 - White & Black Caribbean
 - White & Black African
 - White & Asian
 - Any other Mixed Background
 - Chinese
 - Any other Ethnic Group
 - Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
 - People with learning disabilities
 - Disabled children
 - Young disabled people
 - Parents of disabled children
 - People with mobility impairments
 - Wheelchair users
 - Mental health system users/ survivors
 - People with HIV/ Aids
 - People with visual impairments
 - Deaf or hearing impaired people
 - People with hidden impairments
 - People with cancer
 - Gender (Male/ Female) - consider whether something has a different impact on men or women - particularly if its more of an impact on women, consider the impact if they have carer responsibilities whether its childcare or other types of care
 - Gender Re-assignment (Trans-sexual)
 - Consider all stages of re-assignment, before, during and after

- Marital status
 - Consider all marital statuses
 - Married, widowed, divorced, separated, co-habiting, civil partnership
- Sexual orientation
 - Consider orientations
 - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
 - Lesbian – refers to women with sexual orientation towards other women
 - Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
 - Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
 - Christianity
 - Hinduism
 - Islam
 - Judaism
 - Sikhism
 - Baha'i
 - Buddhism
 - Jainism
 - Paganism
 - Parsi or Zoroastrianism
 - Rastafarianism
- Consider beliefs e.g.
 - Atheism
 - Agnosticism
 - Humanism
- Age - consider all age groups
 - Children pre school and school age
 - Teenagers
 - Young adults
 - Middle aged adults
 - The elderly

- Income group - consider all income groups
 - Those in employment
 - Those on high incomes
 - Those on low incomes
 - Those on benefits

- Rural/ urban mix
 - Consider all types of location in the district
 - Wholly rural areas
 - Villages
 - Towns
 - Urban fringe areas

- None of these



Appendix 2

Redditch Borough Council

Equality Impact Assessment Completion Form

1. What is the name of the service, policy, procedure or project to be assessed?

The withdrawal of the Dial a Ride Service

2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties are it designed to meet?

The DAR service provides affordable travel around Redditch for people who cannot use public transport. It enables people to maintain independent living, giving customers an improved quality of life with easy access to Health Care, Shopping and Social events. This in turn has a positive impact on the Mental Health of customers, helping to ensure them a healthy and sustainable lifestyle long into their old age; whilst guaranteeing social inclusion

3. List your customers/ stakeholders

Council tenants
Private Customers
Various Groups who rely on door to door transport
Palace Theatre Elevenses club
Sure Start Children's Centres
Over 60's with a Bus pass
Disabled Residents with/without bus pass
People with a temporary disablement

4. How do you know who they are?

Data Base
Surveys
Registration documents
Local community groups

5. Do any of your customers/ stakeholders come from the following Equality Groups?

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups	x		
Disability	x		
Gender (Male/ Female)	x		
Gender Re-assignment (Trans-sexual)			x
Marital Status	x		
Sexual Orientation			x
Religion/ Belief			x
Age	x		
Income group			x
Rural/Urban mix			x
None of these			

6. What activities have you undertaken to establish the information to answer questions 4 and 5?

Customer Surveys
 Database Cleansing
 Referral forms
 Feedback forms
 Consultations

Who have you consulted and what methods have you used?

Task and finish group
 Customer survey feed back

(Examples might be consultation exercise, research activities, feedback from surveys etc

7. is there evidence that any groups are being treated unfairly, directly or indirectly?

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups	Yes		
Disability	Yes		
Gender (Male/ Female)	Yes		
Gender Re-assignment (Trans-sexual)			x
Marital Status	Yes		
Sexual Orientation			x
Religion/ Belief			x
Age	Yes		
Income group			X
Rural/Urban mix			x
None of these			

8. Please detail the information you have gathered to support the answers to question

Equality Group	Evidence gathered
Race / Minority Ethnic Groups	<p>The DAR service works very closely with Surestart and provides transport to their centres and to community group days such as the athletics at the Abbey Stadium. We have a group of Asian ladies that travel regularly with us and like the fact they can all travel together and use their own child seats. If the service was withdrawn then these ladies would have to find alternative transport and travel individually. A 1/3 of the group does not speak English and would find it difficult to attend without the help of others in the group. The outcome would be that as low income families there is a likely hood that they would not be able to afford alternative travel and those who first language isn't English would be come social excluded from attending health related activities.</p>
Disability	<p>Independence will be affected for the most vulnerable and/or disabled people who attend groups or clubs. Reduction or loss of service will affect well being and the quality of life for those who use the service to meet others at community centres or social activities. This will also reduce attendance of people and may result in the clubs unable to continue due to diminishing customers.</p> <p>Deterioration in health may occur if clients can not attend clinics or appointments which help them to remain fit and healthy.</p> <p>Many disabled people rely on Dial a Ride to convey them to Shopmobility. Those who do not have their own transport would have to pay for taxis or not go into town at all. Dial a ride minibuses are the only buses that stop at Shopmobility. DAR carries our customers who rely on a wheel chair for mobility to either be conveyed in their wheel chair the minibuses have a tail lift so the wheel chair user journey is easy and comfortable. For those who permanently rely on their wheel chair find accessible taxis are very difficult to find (Customer Survey 2009)</p>
Gender (Male/ Female)	<p>Some female customers have stated in the Residential surveys and in the Task and Finish survey that they feel safer having a door to door service that the driver will get off the vehicle and help with shopping and seeing them to their door step. The service that is given by DAR and its drivers helps to instil the confidence in our residents to go out and enjoy shopping and meeting friends and not worry about getting back home.</p>

Gender Re-assignment (Trans-sexual)	Not identified
Marital Status	<p>From the Task and Finish survey there were a number of comments from customers regarding visiting their husband/wife/partners in nursing homes and hospital.</p> <p>'My husband is in a nursing home and I visit at least once a day I couldn't do this if I had to pay taxi fares' Female over 80</p> <p>We always register couples as individuals so if they do need to travel on their own they can. This will also build up confidence in the service so if one of the couple has to go in to a nursing home or dies the other can still travel with us. If the service was withdrawn then it is likely that the person left at home would not have the funds or the confidence to get out and will become socially isolated.</p>
Sexual Orientation	Not identified
Religion/ Belief	Not identified
Age	<p>We have no age limit as long as the criteria is met then we can accommodate all those who are vulnerable, older or disabled. The disability can be permanent or temporary. For those who are younger and want to be involved in more activities the withdrawal of the DAR service would have an adverse affect of the integration of those who have a disability who need low level support to get out and about.</p>
Income group	<p>I cannot supply any evidence regarding income group but there is national statistics to confirm that the older generation will have less money to live on and will find it a challenge to pay for alternative transport, such as taxis, that will cost over £3.00 for one single journey. If you have to rely on this sort of transport then it is likely that you would become isolated in your property as you won't be able to afford social trips as medical appointments would take priority.</p>
Rural/Urban mix	Not identified
None of these	

9. Is there any justification for any unfairness identified in question 7 - for Example, disproportionate cost? Describe the supporting evidence.

There is no justification to discontinue The DAR service as it supports Redditch Partnership's priority to improve health inequalities. The service provides affordable travel around Redditch for people who cannot use public transport and enables people to maintain independent living, giving our residents an improved quality of life with easy access to health care

Those who use DAR frequent the Kingfisher Shopping centre and local small business for personal care or shopping enabling those generally excluded to contribute to the wider society within Redditch this is very important to the local economy and to those who use the transport for social activities

10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?

The council has been asked to agree a number of recommendations for a sustainable service into the future. If all items are agreed at the meeting of the 20th of October then endorsed by full council on the 1st of November work can begin on providing a service that will be financially viable.

11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?

All impact assessments will be published on the intranet and internet for public viewing.

12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?

13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.

Action Required	By Whom	By When	Signed when completed	Priority	How has this Promoted Equality?
To approve the recommendations of the JMP report	Executive committee Full council	20 th October 2010 1 st of November 2010		High	

Equality Impact Assessment undertaken by (Signed)

Full name (in capitals please)

Position in the council:

Date:

When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant

Glossary

Adverse impact

- where one or more group of people is disadvantaged by a policy or procedure.

Direct discrimination

- Treating someone less favourably than someone else in the same circumstances, egg:
 - Racist or sexist banter, derogatory comments and innuendo
 - Failure to treat grievances seriously
 - Failure to investigate grievances effectively
 - Inconsistent, irrational and subjective behaviour by employer
 - Failure to train staff and managers.

Indirect discrimination

- Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, egg:
 - Unnecessary height restrictions
 - Refusing training for promotion to part-timers
 - Fluency in language
 - Not allowing wearing of religious clothing
 - Word of mouth recruitment
 - Qualification requirements being too demanding for the level of the job.

Policy, Practices and Services

- refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce

Equality Groups

- all equality groups referred to in the assessment can be broken down into further sub groups as follows
 - Race/ Minority Ethnic Groups - consider all the categories in the Census
 - Consider issues around race, colour, nationality, national or ethnic origin
 - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
 - White British
 - White Irish
 - Any other White Background
 - Black Caribbean
 - Black African
 - Any other Black background
 - Pakistani
 - Indian
 - Any other Asian Background
 - White & Black Caribbean
 - White & Black African
 - White & Asian
 - Any other Mixed Background
 - Chinese
 - Any other Ethnic Group
 - Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
 - People with learning disabilities
 - Disabled children
 - Young disabled people
 - Parents of disabled children
 - People with mobility impairments
 - Wheelchair users
 - Mental health system users/ survivors
 - People with HIV/ Aids
 - People with visual impairments
 - Deaf or hearing impaired people
 - People with hidden impairments
 - People with cancer
 - Gender (Male/ Female) - consider whether something has a different impact on men or women - particularly if its more of an impact on women, consider the impact if they have carer responsibilities whether its childcare or other types of care
 - Gender Re-assignment (Trans-sexual)
 - Consider all stages of re-assignment, before, during and after

- Marital status
 - Consider all marital statuses
 - Married, widowed, divorced, separated, co-habiting, civil partnership
- Sexual orientation
 - Consider orientations
 - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
 - Lesbian – refers to women with sexual orientation towards other women
 - Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
 - Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
 - Christianity
 - Hinduism
 - Islam
 - Judaism
 - Sikhism
 - Baha'i
 - Buddhism
 - Jainism
 - Paganism
 - Parsi or Zoroastrianism
 - Rastafarianism
- Consider beliefs e.g.
 - Atheism
 - Agnosticism
 - Humanism
- Age - consider all age groups
 - Children pre school and school age
 - Teenagers
 - Young adults
 - Middle aged adults
 - The elderly

- Income group - consider all income groups
 - Those in employment
 - Those on high incomes
 - Those on low incomes
 - Those on benefits
- Rural/ urban mix
 - Consider all types of location in the district
 - Wholly rural areas
 - Villages
 - Towns
 - Urban fringe areas
- None of these

Appendix 3 Review of Dial a Ride

Overview and Scrutiny 6th of October
Angie Heighway



www.redditchbc.gov.uk

Review of Dial a Ride

- **Introductions.**
- **Background - setting the scene.**
- **Challenges.**
- **Review of findings.**
- **Options.**
- **Recommendations.**

Background - Setting the scene

- Dial a Ride was introduced in 1988
- Service purpose:

‘This service offers anyone who has difficulty with walking, people with disabilities, older people and people recovering from an accident or illness, the opportunity to maintain their independence by providing affordable travel around Redditch for those who cannot use public transport’.

Current service provision

- **6 working vehicles and 1 spare**
- **Staff:** 3 full-time and 2 part-time, plus 1 casual relief, 5 full-time, 2 part-time and 2 casual relief's drivers
- **Usage:** Has been a slight reduction in usage over last 3 years:
- **Journeys:** 40% of journeys are for shopping, 43% for leisure and social purposes; 5% of trips are to or from the Alexandra Hospital.
- **Budget :** costs the Council £293,320 per year

Revenue and costs

£	2006/7	2007/08	2008/09	2009/10	2010/11 Budgeted
Costs	324,441	346,087	349,067	319,126	392,330
Income	130,119	90,063	124,201	79,912	99,010
Out-turn	194,322	256,024	224,866	239,214	293,320

Challenges

- **Discretionary service -**
- **Uncertainty about the level of need and how this translates to patterns of usage.**
- **Increasing costs.**
- **Concerns about vehicle replacement, given that the current fleet is 5 plus years old.**
- **The need to reduce costs at this time of public sector funding pressures.**
- **Any lack of strategy for the service and its future provision.**
- **Changes in concessionary fares.**

Key findings

Scheme	Description of area	Passengers PA	Total cost £	Cost/ Passenger £
A	County Town/Rural	19,273	210,368	10.92
B	Small Town/Rural	18,013	192,233	10.67
C	Large Town	27,720	200,166	7.22
D	Large City	17,222	181,514	10.50
Redditch	New Town	33,930	319,126	9.40

Key findings (cont)

- **Redditch providing value for money.**
- **Need to diversify (Income generation) - WCC contracts, looking at shared service with Bromsgrove BURT.**
- **Cross boundary working - unmet demand.**
- **Looking at a varied fleet - taxi buses.**
- **Taking into account the changes in Concessionary Travel and WCC support for transport.**

Option 1 - Outsourcing

- **Big step and would take a lot of time and effort to achieve.**
- **Lack of likely interested parties (other community transport providers or interested voluntary sector organisations).**
- **Not an attractive proposition to commercial organisations, and concerns that the local taxi trade would not deliver the required levels and quality of service. Such services tend not to be attractive to taxi operators.**
- **Whilst having its own fleet, the County Council has not been involved in community transport provision directly.**
- **Ageing vehicle fleet would be a barrier to interest from others.**

Option 1 - Outsourcing (cont)

- **Staffing issues of redundancy and/or TUPE would need to be considered and resolved.**

Option 2 - Remain In-house

- **To continue as an in-house operation, it will be important for Redditch BC to take an active interest in the wider community transport picture across Worcestershire and beyond, networking and gaining knowledge of best practice. Engagement with the County Council and the CT Consortium will help in opportunities for funding and integration. It is also important for RBC to reaffirm its commitment in policy terms.**
- **To help underpin any future plans, the accounts should allow for depreciation in order to provide a true picture of costs and the necessary income to cover these.**

Recommendations

- Redditch Borough Council continues to maintain Dial a Ride as an in-house operation.
- That there is capital investment for fleet replacement.
- There is an increase of fares.
- Investigate the possibility of integrating some or all functions of Dial a Ride and Bromsgrove Urban and Rural Transport.

Recommendations (cont)

- **Investigate further opportunities for additional types of provision which could include;**
- **The hire of vehicles to community groups.**
- **Registering for Contracts with WCC.**
- **Have the option for a mixed fleet of vehicles.**

REDDITCH BOROUGH COUNCIL**OVERVIEW AND SCRUTINY****27th OCTOBER 2010****Portfolio Holder Annual Report – Performance Report for the Portfolio Holder for Housing, Local Environment and Health**

Responsible Portfolio Holder	Brandon Clayton, Portfolio Holder for Local Environment, Housing and Health
Responsible Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Key Decision	

1. SUMMARY

The report provides a summary of the Council's progress for the Local Environment, Housing and Health portfolio.

2. RECOMMENDATION

The Committee is asked to **RESOLVE:**

- 1) a number of questions to ask the Portfolio Holder for Housing, Local Environment and Health when he attends the 17 November 2010 meeting, based on the information provided this report; and
- 2) that the report be noted.

3. BACKGROUND

As part of Overview and Scrutiny's work programme it has been agreed that each Portfolio Holder will provide a written report on progress in their area or responsibility and attend a meeting of the Overview and Scrutiny Committee.

4. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from the report, however, the report does refer to revenue and capital budget issues.

5. LEGAL IMPLICATIONS

There are no legal implications to this report.

6. COUNCIL OBJECTIVES AND PRIORITIES

The Local Environment, Housing and Health portfolio is critical to achieving the Council's priorities.

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

There are no risks arising directly from this report.

8. CUSTOMER IMPLICATIONS

There are no direct recommendations on customer service; however, the report does provide information on services to our customer over the last year.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

There are no direct recommendations on equalities and diversity, however, the report identifies a number of equalities issues, for example, providing housing the vulnerable young people.

10. VALUE FOR MONEY IMPLICATIONS

Part of the role of the Overview and Scrutiny Committee is to determine whether value for money is being achieved within this Portfolio.

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

The Portfolio includes Climate Change and specific information is provided.

12. OTHER IMPLICATIONS

Procurement Issues: None.
Personnel: None.
Governance/Performance Management: None
Community Safety including Section 17 of Crime and Disorder Act 1998: None.
Policy: None.
Biodiversity: None.

13. OTHERS CONSULTED ON THE REPORT

Please include the following table and indicate 'Yes' or 'No' as appropriate. Delete the words in italics.

Portfolio Holder	No.
Chief Executive	No.
Executive Director and Deputy Chief Executive	No.
Executive Director – Finance and Resources	No.
Executive Director – Regeneration and Planning	No.
Director of Policy, Performance and Partnerships	Yes.
Head of Service	Relevant HoS.
Head of Legal, Equalities & Democratic Services	No.
Head of Finance and Resources	No.
Corporate Procurement Team	Not applicable.

14. WARDS AFFECTED

All Wards.

15. APPENDICES

Appendix 1- Portfolio Holder Annual Report: Housing, Local Environment and Health.

16. BACKGROUND PAPERS

Not applicable

CONTACT OFFICER

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 Tel: (01527) 881202.

Portfolio Holder Annual Report

Portfolio: Housing, Local Environment and Health Portfolio

Portfolio Holder: Brandon Clayton

Year: to October 2010

1. Executive Summary

1.1. Please provide a summary of progress over the last year

Local Environment

- Retained Green Flag awards for Arrow Valley Park and Morton Stanley Park.
- Achieved Green Flag status for the new Overdale Park at Astwood Bank.
- Heart of England in Bloom - achieved Silver Gilt Award status.
- Improved Parking Project – sites have been completed and the list of potential sites for inclusion in the project has been expanded.
- Morton Stanley Festival held over two days with increased visitor numbers.
- Town Centre Improvements – extensive consultation undertaken regarding the draft proposals, further consultation to be done and options for funding currently being investigated.
- Progress is being made on the transfer of section 106 land from the Brockhill developer to RBC. It is anticipated that Areas 1 and 2 will be adopted in the near future which will allow the transfer of funds to RBC.
- Environmental Enhancement Programme – Woodrow – minor snagging works to be completed, Winyates – still ongoing, Lodge Park – completed.
- Pesticide Review – ongoing to establish the potential gains in available resources.
- Signing up of West Midlands Bio-diversity Pledge.
- Carried out a consultation event with suppliers, staff, and members to agree how to facilitate a traffic island sponsorship scheme. Considered this as an option for shared services.
- Continuation of Capital Landscape Project to address various needs across the Borough.
- District lead on redraft of Joint Municipal Waste Management Strategy document following public consultation. Finalised and adopted the Joint Municipal Waste Strategy in October 2009.
- Increased range of items that public can recycle through kerbside collection. Worked with WCC and districts to promote the additional products that can go into the household recycling green bins following opening of EnviroSort plant at Norton in late 2009, including new livery on all waste collection vehicles, through a joint WRAP bid.

- Produced a business case for a pilot scheme for a paid for garden waste collection to a 4,800 properties from March 2010 and launched new service to pilot areas. Report to Executive on 20th October 2010.
- Increased promotion and support of 're-use' by working in partnership with local re-use charities, county council and Severn Waste Services; residents sign-posted to re-use organisations and items diverted from bulky collection service.
- Commenced dog fouling awareness campaign in September 2010.
- Gone out to tender for new cremator and mercury abatement equipment.

Climate Change

- A joint climate change strategy has been developed and consulted on, providing the strategic direction for future climate change activity.
- Signed up to the national 10:10 campaign.
- £189'000 Salix funding spent, with energy savings already apparent. This has resulted in carbon emissions from our buildings reducing by 7.5% from our baseline year 2008/9.
- Have pushed to increase the co-credentials of the new Abbey Stadium development.
- Undertaken a trial of different electric vehicles.
- Internal staff 'switch it off' campaign – the green 5!
- Identified the major services at risk from severe weather and identify potential issues.

Housing

- There have been 2 main areas of concern in housing over the past year. The review of the Housing Revenue Account which we are currently awaiting the outcome of to see how this will financially impact on the council and the introduction of a new Regulator for Housing.
- The new regulator called, the Tenant Services Authority (TSA) has asked each local authority to produce a Tenants Annual Report by the 1st October each year. Redditch has produced its report and it was submitted to the TSA within the time scale. The TSA introduced six standards that they want all local authorities to work to, these are: Tenant

Involvement and Empowerment, Home, Tenancy, Neighbourhood and Community, Value for Money, Governance and Financial viability, (as we are a local authority and audited externally on these areas we are not required to report to the TSA on Governance and Financial viability). During the year Housing Services have held several events to promote the standards and work with tenants in setting standards against each of our services, this work will be continued throughout the year by the Tenant Involvement officers working with groups of tenants to agree local offers for their areas. Our performance will be monitored through a Performance Development Review panel run by our tenants.

- The Housing Options Trailblazer funding of £180,000 has been used to enhance the service and share best practise with other organisations around the country. Our Housing Options Manager has been asked to talk at several conferences and seminars about the Housing Options service we provide in Redditch. Customers have benefited from the introduction of a Trailblazing Education and Employment Link worker who offers advice and help to those seeking accommodation who are also looking to develop their skills or find work. We have attended a number of road show events around the Borough to support tenants facing redundancy or looking for work to access they help they need to keep their accommodation and find suitable employment. To try and address overcrowding through the funding we have been able to assist overcrowded families with an installation of a POD which is a purpose built extension which enables families to remain in their homes providing much needed extra space. Our trailblazer money has also enabled us to develop the use of one of our bedsits for a training flat for young people who have come out of the care of social services. Evidence has shown that these are the age group that are more likely to be at risk of losing their accommodation within the first 12 months. Working with social Services in developing the support required, 6 young people have been housed through the training flat and most have moved on into council accommodation and are sustaining their tenancies.
- In January 2010 Housing services introduced Introductory Tenancies, these are tenancies given to new tenants of RBC and will last for 12 months if at the end of the 12 month period the tenant has abided by there tenancy conditions i.e. by paying their rent and not causing a nuisance then they are given a secure tenancy. If however, tenancy conditions are broken Officers can choose to extend the introductory tenancy for a further 6 months or take action in the court to evict them.

- Over the past 12 months we have successfully reviewed the council's sheltered housing, holding conferences at the town hall and consultation events throughout our sheltered housing. This is the first major review of the Council's older persons housing in 30 years and through this review we will hopefully have put in place older persons housing in Redditch for the next 20 years.

Strategic Housing

- The Housing Strategy section has had a successful year exceeding the National Indicator targets for the supply of affordable housing and percentage of vulnerable residents in properties with a SAP rating less than 35 and greater than 65.
- The team have introduced a new Private Sector Housing Strategy incorporating a robust evidence base to ensure the Council's limited resources are directed in a more efficient and strategic manner. We have also integrated a new team following the transfer of staff from Environmental Health to create a dedicated team working on improving private sector housing conditions, licensing of houses in multiple occupation (HMO) and dealing with Gypsy & Traveller incursions.
- In partnership with the Worcestershire local authorities we have commissioned a Worcestershire Care & Repair agency and joined the West Midlands Kickstart Partnership. This service will ensure an improved service to customers and the Kickstart scheme will give owners improved access to resources to make improvements to their properties to achieve the decent homes standard.

Health

- Health remains an area of concern. The recent Council Plan Part 1 report highlighted smoking, obesity and alcohol as issues in certain super output areas i.e. sub ward level of about 1,000 people. Participation rates in exercise are also the lowest in the County. The LSP is now addressing healthy outcomes (see Year Ahead section).

2. Performance

2.1. Please detail areas of good performance over the past year.

Local Environment

- Achievement of Green Flag and Heart of England in Bloom awards.
- Provision of additional parking in residential areas to address parking, ASB and garage maintenance/revenue issues.
- Significant progress on transfer of Brockhill S106 areas and positive working relationship between services and the developer.
- Achieved level 1 against indicator NI 196 – improved street and environmental cleanliness – fly-tipping. Measures fly-tipping incidents that are dealt with along with the enforcement actions and outcomes taken.

Climate Change

- The Council's total carbon footprint (buildings, transport and staff mileage) reduced by 6% (increase in staff mileage counters the buildings savings).
- The total carbon footprint of our area is also reducing at a good rate, 6.4% less than our baseline year – the average Redditch resident's carbon footprint is 7.3 tonnes per year.

Housing

- Voids performance has improved, we are now averaging 19 days from when a property is empty to when it is re let the top quartile performance across districts in 2009 was 24 days; therefore we are well within the top quartile performance.

- We are continually working to reduce our rent arrears, at year end in 2009/10 the Council's rents arrears had been decreased by £43,202 which exceed the target of £31,372 . The introduction of the rent/welfare officer has contributed to the performance by helping tenants claim the correct benefits and helping make people more financially aware of the debt they owe and signposting people to agencies who can help
- Repairs and maintenance targets have been achieved and with the introduction of the repairs by appointment the service has a good satisfaction rating

Strategic Housing

- NI 155 Number of affordable houses target 94 achieved 111
- NI 187 Tackling fuel poverty
 - 187a Proportion of households in receipt of income benefits with **low (below 35)** energy efficiency target 4.3% achieved **3.79%**
 - 187b Proportion of households in receipt of income benefits with **high (65 or over)** energy efficiency target 51.8 achieved **53.7%**

2.2. Please detail key performance indicators that are of concern

Local Environment

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action.	Impact on budget
NI 192	% household waste re-used, recycled and composted Outturn figure 29% compared to previous year outturn of 31%, performance	Number of factors have negatively impacted upon this indicator including: <ul style="list-style-type: none"> • Big reduction in bring bank usage 	Already have a promotional budget set aside to further promote recycling and materials that can go in

	<p>so far in 2010 remains low</p>	<ul style="list-style-type: none"> • Increase in street sweeping • Recycling in green bins remained constant rather than increased with new materials • Residual waste (grey bins) remained constant and not reduced • Improvement plan to be revised, working with WCC to understand what we need to do to improve. 	<p>green bins. No impact on budgets.</p>
<p>NI 195b</p>	<p>Improved street and environmental cleanliness (levels of detritus) Outturn figure 26% compared to previous year outturn of 11%</p>	<p>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. An improvement plan has been developed and implemented to improve sweeping and associated operations.</p>	<p>Budget made available from within existing budgets to enable contingency arrangements to be put in place for when sweepers are off the road or drivers are absent.</p>

Climate Change

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action.	Impact on budget
NI188	Adapting to Climate Change	This is resource intensive and while we will meet our LAA target of reaching level 2, reaching higher levels is likely to be problematic.	n/a

Housing

Key Performance Indicators – Areas of Concern			
PI Ref	PI Description	Explanation and/or corrective action.	Impact on budget
	Numbers approaching as Homeless Numbers of Household in temporary accommodation Numbers of Homelessness	Housing Options have seen an increase in the number of people approaching RBC claiming homelessness. This is resulting in an increase the number of people we have to provide temporary	If the CLG decide to cut the homelessness grant funding we will loose the funding for one Homelessness Prevention Officer and one part time Housing Education & employment link worker, in Housing Options. With

	<p>preventions</p>	<p>accommodation for. Officers are awaiting the outcome of the comprehensive spending review to see what funding will still be available.</p>	<p>the increase in the numbers of people approaching the council for assistance our homelessness acceptances may increase and therefore the use of temporary accommodation will increase.</p>
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3. Revenue Budget

3.1. Explain problem areas – what has been done, what is planned to be done – impact on priorities, key deliverables

Local Environment

Revenue Budget – Areas of Concern			
Ref.	Description	Explanation and/or corrective action.	Impact on performance and priorities
	<p>Heart of England in Bloom</p>	<p>Continued involvement or aspirations to achieve a higher standard do not currently have any revenue funding allocated and this years award was achieved using existing resources.</p>	<p>Diversion of funds may be to the detriment of other works that would otherwise be carried out</p>

Strategic Housing

Revenue Budget – Areas of Concern			
Ref.	Description	Explanation and/or corrective action.	Impact on performance and priorities
	Private Sector Housing Officer	This post currently covers the Council statutory function of licensing HMO's. The current funding for the post is through the Regional Housing Pot allocation received from the Government. There is sufficient funding to maintain this post until 2013. A revenue funding bid will be required to maintain this post after 2013.	Without this post the Council will be unable to provide its statutory function of licensing HMO's.

4. Capital Budget

4.1. Explain problem areas – what has been done, what is planned to be done – impact on priorities, key deliverables

Local Environment

Revenue Budget – Areas of Concern			
Ref.	Description	Explanation and/or corrective action.	Impact on performance and priorities
	TPO review	Potential need to purchase software to enable to review to take place and no funding has been allocated	A badly designed system for capturing and recording data may significantly slow down the process and will take more officer time
	Software management	To fully utilise staff and their time there are systems available to reduce the administration element of the jobs. This may be of significant importance when the transformation and review of how the service is provided takes place. No funding has been set aside for such systems.	The optimum use of resources may not be realised.
	Review of Service Standards	Part completed but needs to be reviewed and ratified.	Any enhanced standards do not currently have funding.

5. The Year Ahead

5.1 Please detail the portfolio holder's main areas of focus in the year ahead:-

Local Environment

- Transfer of Section 106 land from developer to RBC together with commuted sums
- Environmental Enhancement Programme – completion of outstanding works
- Continuation of Improved Parking Project
- Commencement of work and/or obtain funding for the Town Centre Improvements
- Retain Heart of England in Bloom award
- Produce programme for commencement of TPO review
- Address issues with IT system and review software options to enhance service delivery
- Trialling of a Woodland Day which will be extended next year if successful
- Review of Service Standards for landscape maintenance and street cleaning
- Review of areas that were originally included in the County Council safer Routes to School project
- Consideration of options for disposal of timber on a more commercial basis
- Publication of Joint Municipal Waste Management Strategy and implementation of action plan
- WETT programme looking at waste and street scene services
- Continue to tackle fly-tipping and incorrectly disposed of waste
- Subject to Member decision, continue/expand garden waste collection service

Climate Change

- The strategic direction of climate change in this organisation is dependent on the plans of the Coalition Government, who have said “this will be the greenest Government ever”.

- The law has changed so that Local Authorities can now sell electricity. We intend to develop a business case for investing in solar PV panels to generate electricity which we would use during the day for free, but be paid 41.3p/kWh to generate it (feed in tariff).
- A further £13'840 Salix funding has been achieved to undertake more energy efficiency projects including improving the lighting in stairwells at Winyates Centre and timer switches for smaller appliances such as water coolers.
- Continue to strive towards our 10:10 target.
- Crematorium capturing of waste heat feeding into Abbey Stadium Development. This will significantly reduce carbon emissions and our gas fuel bill.
- Purchase of an electric vehicle for town centre cleansing!
- Applied for Government scheme to install 3 electric-car charging points in the Town.
- Aiming to reduce staff mileage emissions through harmonising terms and conditions. Other staff initiatives include scheme to help staff buy a bicycle and consideration of policies to encourage use of public transport.
- Fully risk assess our services against future climate change, especially severe weather events.
- Potential new Transition Redditch group being set up.
- All HoS have included climate change actions in their business plans.
- Project to try and get the Palace Theatre rated 'A' on the Display Energy Certificate Scheme.
- Work to reduce the impact of a potential expansion of the garden waste trial.
- Start to consider in more detail water efficiency issues.
- There is some uncertainty about the future of energy management with Property Services moving to WETT.

Housing

- Our main concern over the next 6 months will be the outcome of the review of the Housing Revenue Account and how this will impact on the council both financially and in the amount of work we will be able to carry out in the first 5 years of our 30 year capital programme. We will be producing a 30 year business Plan based on the outcome of the review, which we will need to communicate to all of our tenants

- With the Older Persons Housing & Support Strategy in place the action plan is now being delivered, it is important that the completion of the review of the sheltered housing is carried out sensitively with our tenants.
- Through our Housing Options team we are in negotiations with Worcestershire County council to provide skills training in a 'Computabus' which is able to deliver IT training anywhere in the community, we are hoping to be able to offer training to Redditch residents. We are also looking to see if there is any grant funding which we could use to train our tenants to gain skills such as painting and decorating.
- A key deliverable for Housing over the next year will be to increase the opportunity for tenants to get involved in the decision making on the service, housing services will be doing this through the new Tenant Involvement Strategy action plan. We will also be working with our tenants to produce our next Tenants Annual Report.
- We will continue with the Capital programme of works to ensure our properties retain the decent homes standard and also continue to assess the energy efficiency of our stock to ensure we stay within the average SAP ratings of 73. We are also committed to improving our performance on the climate change agenda by undertaking loft insulation and replacing central heating boilers with 'A' rated condensing boilers.

Strategic Housing

- Implementation of the single conversation and local investment plan with the Homes & Communities Agency to ensure investment is brought into Redditch for the development of new affordable housing to meet the growing needs of the Borough.
- Ensure housing related support funded through Supporting People is maintained following expected budget cuts to the SP budget.
- The implementation of the Worcestershire Housing Strategy and the development of a Redditch specific action plan.

- Raising housing standards in the private sector with particular focus on vulnerable occupants living in non decent housing.

Health

- Progress has been slow over the year as we have struggled to engage our partners in the health agenda; however, the LSP Board recently held an away morning to develop a healthy outcomes action plan that will form part of the Sustainable Community Strategy. The draft plan will be considered by the Board in November and will then be subject to scrutiny.



Overview and Scrutiny

No Direct Ward Relevance

Committee

27th October 2010

WORK PROGRAMME

(Report of the Chief Executive)

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

Overview and Scrutiny

Committee

27th October 2010

	<p>REGULAR ITEMS</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>REGULAR ITEMS</p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> 1. the Dial-A-Ride Task and Finish Group; 2. Joint Worcestershire Hub Scrutiny; and 3. Bus Pass Scheme County Provision. 	
OTHER ITEMS - DATE FIXED		
25th October 2010	Scrutiny Budget Workshop	Relevant Lead Director
27th October 2010	Charging Policy – Monitoring Update Report	Relevant Lead Head of Service
27th October 2010	Performance Report for the services within the Housing, Local Environment and Health Portfolio	Relevant Lead Head(s) of Service

Overview and Scrutiny

Committee

27th October 2010

27th October 2010	Petition – Prospect Road	Relevant Lead Head(s) of Service
27th October 2010	Review of Dial-a-Ride Service	Relevant Lead Head(s) of Service
27th October 2010	Councillors Feedback from Scrutiny Training Events	Relevant Lead Head(s) of Service
17th November 2010	2011/12 Grants Policy	Relevant Lead Head of Service
17th November 2010	Performance Report for the services within the Corporate Management Portfolio	Relevant Lead Head(s) of Service
17th November 2010	Portfolio Holder Annual Report – Portfolio Holder for Housing, Local Environment and Health	
17th November 2010	Presentation on campaign to discourage dog fouling	Relevant Lead Head of Service
22nd November 2010	Scrutiny Budget Workshop	Relevant Lead Director
8th December 2010	Children and Young Peoples Plan – Pre-Scrutiny	Relevant Lead Head of Service
8th December 2010	Quarterly Performance Monitoring Report – Second Quarter	Relevant Lead Head of Service

Overview and Scrutiny

Committee

27th October 2010

19th January 2011	National Angling Museum Task and Finish Group – Update on Actions	Relevant Lead Head of Service
19th January 2011	Performance report for the services within the Leadership and Partnerships Portfolio	Relevant Lead Head(s) of Service
19th January 2011	Town Centre Landscape Improvements (including Church Green Improvements)	Relevant Lead Head of Service
9th February 2011	Civil Parking Enforcement - Annual Monitoring Report	Relevant Lead Head of Service
9th February 2011	Disabled Facilities Grants and the Lifetime Grant – scrutiny of the Countywide Scheme	Relevant Lead Head of Service
9th February 2011	Performance Report for the services within the Planning, Regeneration, Economic Development and Local Transport Portfolio	Relevant Lead Head(s) of Service
9th February 2011	Portfolio Holder Annual Report – Leadership and Partnerships	
2nd March 2011	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.	Relevant Lead Head of Service
2nd March 2011	Performance Report for the services within the Leisure and Tourism Portfolio	Relevant Lead Head(s) of Service
2nd March 2011	Portfolio Holder Annual Report – Planning, Regeneration, Economic Development and Local Transport	

Overview and Scrutiny

Committee

27th October 2010

23rd March 2011	Performance Report for the services within the Community Safety and Regulatory Services Portfolio	Relevant Lead Head(s) of Service
23rd March 2011	Portfolio Holder Annual Report – Leisure and Tourism	
23rd March 2011	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
13th April 2011	Portfolio Holder Annual Report – Community Safety and Regulatory Services	
13th April 2011	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service
June 2011	Third Sector Task and Finish Group – Stage Two Update on Responses to the Group's Recommendations	Relevant Lead Head of Service
June 2011	Staff Volunteering Policy – Update	Relevant Lead Head of Service
OTHER ITEMS – DATE NOT FIXED		
	Education Action Plan – Report from the Local Strategic Partnership	Relevant Lead Director
	Economy Action Plan – Report from the Local Strategic Partnership.	Relevant Lead Director

Overview and Scrutiny

Committee

27th October 2010

	Health Action Plan – Report from the Local Strategic Partnership	Relevant Lead Director
	Dial-a-Ride Task and Finish Review – Final Report	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Options for Public Speaking at Scrutiny Meetings – Officer report	Relevant Lead Head of Service
	Private Sector Home Support Service – Pre-Scrutiny	Relevant Lead Head of Service
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service