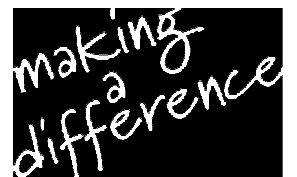


# Executive Committee

Tuesday 15th March  
2011  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



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

# Access to Information - Your Rights

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

Your main rights are set out below:-

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

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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact  
Ivor Westmore  
Committee Support Services**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH  
Tel: 01527 64252 (Extn. 3269) Fax: (01527) 65216  
e.mail: [ivor.westmore@redditchbc.gov.uk](mailto:ivor.westmore@redditchbc.gov.uk) Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **Agenda Papers**

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

### **Chair**

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

### **Running Order**

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

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

### **Decisions**

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

### **Members of the Public**

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

### **Special Arrangements**

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

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

### **Further Information**

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

### **Fire/ Emergency instructions**

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

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

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

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

**The emergency Assembly Area is on Walter Stranz Square.**

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

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

**OR**

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
- The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)

**and**

- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

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

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

# Executive

15th March 2011

7.00 pm

## Committee

Committee Room 2 Town Hall

### Agenda

#### Membership:

Cllrs:	Carole Gandy (Chair)	Malcolm Hall
	Michael Braley (Vice-Chair)	Gay Hopkins
	Juliet Brunner	Jinny Pearce
	Greg Chance	Debbie Taylor
	Brandon Clayton	

<b>1. Apologies</b>	To receive the apologies of any Member who is unable to attend this meeting.
<b>2. Declarations of Interest</b>	To invite Councillors to declare any interests they may have in items on the agenda.
<b>3. Leader's Announcements</b>	<ol style="list-style-type: none"><li>To give notice of any items for future meetings or for the Forward Plan, including any scheduled for this meeting, but now carried forward or deleted; and</li><li>any other relevant announcements.</li></ol> <p>(Oral report)</p>
<b>4. Minutes</b> (Pages 1 - 18) Chief Executive	To confirm as a correct record the minutes of the meeting of the Executive Committee held on 1st February and 21st February 2011.  (Minutes attached)
<b>5. Redditch Sustainable Community Strategy 2011 - 2014</b> (Pages 19 - 24) Director of Policy, Performance and Partnerships	To consider and approve the Redditch Sustainable Strategy 2011 – 2014.  (Report attached – Comments of the Overview and Scrutiny Committee to follow.  Appendices to Committee Members / Key Officers only and available on the Council's website)  <b>(All Wards)</b>

# Executive

Committee

15th March 2011

<p><b>6. 2011/12 Grant Programme Funding</b></p> <p>(Pages 25 - 36)</p> <p>Head of Community Services</p>	<p>To consider recommendations of the Grants panel for funding allocations to be granted via the 2011/12 Grant programme.</p> <p>(Report attached)</p> <p><b>(All Wards)</b></p>
<p><b>7. River Revetment Works – Old Forge Drive And Park Way</b></p> <p>(Pages 37 - 50)</p> <p>Head of Environmental Services</p>	<p>To consider a revised scope and funding for the River Revetment Works, Old Forge Drive and Park Way, Capital Scheme.</p> <p>(Report attached)</p> <p><b>(Abbey Ward); (Church Hill Ward); (Greenlands Ward); (Lodge Park Ward); (Matchborough Ward); (Winyates Ward);</b></p>
<p><b>8. Quarterly Budget Monitoring - Quarter 3 - September to December 2010</b></p> <p>(Pages 51 - 66)</p> <p>Head of Finance and Resources</p>	<p>To provide Members with an overview of the budget, including the achievement of approved savings as at the end of Quarter 2, 2010/11.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>9. Quarterly Performance Monitoring - Quarter 3 - September to December 2010</b></p> <p>(Pages 67 - 88)</p> <p>Director of Policy, Performance and Partnerships</p>	<p>To consider the quarterly performance report, showing indicators which have improved, declined or remained static when compared to the same period in the previous financial year.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>10. Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 3 - September to December 2010</b></p> <p>(Pages 89 - 100)</p> <p>Head of Finance and Resources</p>	<p>To advise Members of actual performance during Quarter 3 of the Improvement Plan.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>

# Executive

Committee

15th March 2011

<p><b>11. Quarterly Monitoring of Formal Complaints and Compliments - Quarter 3 - June to September 2010</b></p> <p>(Pages 101 - 116)</p> <p>Head of Customer Services</p>	<p>To consider a report which provides a view on aspects of the Council's Formal Complaints Procedure, the compliments recorded during the same period and the Ombudsman Annual Review.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>12. Overview and Scrutiny Committee</b></p> <p>(Pages 117 - 136)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meetings of the Overview and Scrutiny Committee held on the 19th January, 9th February and 2nd March 2011.</p> <p>There are no outstanding recommendations to consider at this meeting.</p> <p>(Minutes of meetings on 19th January and 9th February attached – minutes of meeting on 2nd March to follow)</p>
<p><b>13. Shared Services Board</b></p> <p>(Pages 137 - 144)</p>	<p>To consider the minutes of the meeting of the Shared Services Board on 27th January 2011.</p> <p>(Part of the minutes of this meeting are NOT FOR PUBLICATION as they relate to contemplated consultations or negotiations in connection with labour relation matters arising between the authority and employees of the authority. In view of this it is anticipated that discussion of these matters will take place after the exclusion of the public.)</p> <p>(Minutes attached)</p>
<p><b>14. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels, Neighbourhood Groups etc.</b></p> <p>Chief Executive</p>	<p>To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels, Neighbourhood Groups, etc. since the last meeting of the Executive Committee, other than as detailed in the items above.</p>
<p><b>15. Advisory Panels - update report</b></p> <p>(Pages 145 - 148)</p> <p>Chief Executive</p>	<p>To consider, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels and similar bodies, which report via the Executive Committee.</p> <p>(Report attached)</p>

# Executive

Committee

15th March 2011

<p><b>16. Action Monitoring</b> (Pages 149 - 152) Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p>
<p><b>17. Exclusion of the Public</b></p>	<p>Should it be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to any items of business on the grounds that exempt information is likely to be divulged it may be necessary to move the following resolution:</p> <p><b>“that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (<i>to be specified</i>) of Part 1 of Schedule 12 (A) of the said Act, as amended.”</b></p>
<p><b>18. Confidential Minutes / Referrals (if any)</b></p>	<p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>





## Executive

### Committee

1st February 2011

## MINUTES

#### Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors Juliet Brunner, Greg Chance, Brandon Clayton, Malcolm Hall, Gay Hopkins, Jinny Pearce and Debbie Taylor

#### Also Present:

Councillors Kath Banks, Roger Hill and Derek Taylor

#### Officers:

I Gregory, H Halls, S Hanley, C John, T Kristunas, G Revans, J Staniland, L Tompkin and E Cartwright

#### Committee Services Officer:

I Westmore

#### 164. APOLOGIES

There were no apologies for absence.

#### 165. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 166. LEADER'S ANNOUNCEMENTS

The Chair advised the Committee that the following items of business, scheduled on the Forward Plan to be dealt with at this evening's meeting, had been rescheduled to a later meeting of the Committee:

- Initial Estimates 2011/12 and Forecasts for 2012/13 and 2013/14; and
- Fees and Charges 2011/12.

The Chair advised that she had accepted the following matters as Urgent Business:

.....  
Chair

- Item 6 – Independent Remuneration Panel for Worcestershire District Councils – Annual Report and Recommendations for 2011/12;
- Polling Stations – Annual Review 2011; and
- Budget Update.

Finally the Chair advised that she had accepted late circulation of the following papers:

Item 4 – Minutes of the Executive Committee held on 12th January 2011.

**167. MINUTES**

**RESOLVED that**

**the minutes of the meetings of the Executive Committee held on 2nd December 2010, 10th January and 12th January 2011 be confirmed as correct records and signed by the Chair.**

**168. HOUSING REVENUE ACCOUNT 2011/12**

Members considered a report setting out the initial estimates for the Housing Revenue Account and the proposed dwelling rents for the coming year.

With respect to the dwelling rent the Committee was informed that the data included in the Housing Revenue Account Subsidy Determination for 2011/12 had resulted in a proposed actual average rent increase for 2011/12 of 5.99%.

Officers explained that it was anticipated that 2011/12 would be the final year of housing subsidy. It was expected that the Council would be in a negative subsidy position to the extent of around £6,000,000 in the coming year. However, it was expected that transitional arrangements would result in the Council not retaining the negative subsidy money for the first few years following the ending of subsidy.

**RECOMMENDED that**

- 1) **the draft 2011/12 Estimates for the Housing Revenue Account attached to the report at Appendix A, be approved;**
- 2) **the actual average rent increase for 2011/12 be 5.99%; and**

- 3) **£1,000,000 be transferred to a reserve as a Revenue Contribution to Capital to fund the future Capital Programme.**

**169. INDEPENDENT REMUNERATION PANEL FOR WORCESTERSHIRE DISTRICT COUNCILS - ANNUAL REPORT AND RECOMMENDATIONS FOR 2011-12**

The Committee considered the first report and recommendations that had been prepared by the Joint Independent Remuneration Panel (IRP) for the Worcestershire Districts.

The IRP had recommended that the allowances available to members of the authority in 2011/12 should remain unchanged from the current levels of allowances. The only really significant change proposed was the removal of the allowance paid to Vice-Chairs.

Officers notified the Committee that several minor inaccuracies had been identified within one section of the report and tabled an amended version of the Allowance Recommendations 2011/12.

It was noted that the Group Leaders had not had the opportunity to discuss payment to Vice-Chairs and it was therefore agreed that any recommendation to Council should, at this stage, be in principle. To allow these discussions to take place it was further proposed that the recommendations be considered at the meeting of the Council on 21st February 2011.

**RECOMMENDED that, in principle**

- 1) **the Basic Allowances for 2011/2012 remain unchanged from those recommended for 2010/11 as set out in Appendix 1 to the report;**
- 2) **the Special Responsibility Allowances for 2011/2012 remain unchanged from those recommended for 2010/11 in terms of sums paid, but that allowances be not paid to Vice-Chairs of Committees;**
- 3) **travel and subsistence allowances for 2011/12 continue to be paid in accordance with the HMRC (Her Majesty's Revenue & Customs Office) mileage allowance;**
- 4) **the Dependent Carer's Allowance remains unchanged; and**

**RESOLVED that**

- 5) these recommendations be considered at the 21<sup>st</sup> February budget-setting meeting of the Council.**

(This report had been accepted as a matter of Urgent Business – not on the Forward Plan – and was considered at the meeting as such, with the approval of the Chair, in accordance with the Council's constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.

In this case the special circumstances were that Members' allowances needed to be approved in advance of the agreement of the budget for 2011/12 and the setting of the Council Tax.)

**170. SHARED INFORMATION AND RECORD MANAGEMENT STRATEGY**

The Committee received a report setting out a Strategy for implementing Information and Records Management initiatives at both Bromsgrove District and Redditch Borough Councils.

Members were content that the Strategy was comprehensive. The only fundamental concern that was expressed was around the lack of any mention of data quality among the core principles within the Strategy. Officers pinpointed those parts of the Strategy that dealt with data quality for the benefit of Members but fully accepted that data quality was a key issue that should be given prominence within the Strategy. The use of some ICT- and business-related jargon within the Strategy was also noted and the hope expressed that this would not filter through to the Council's communications with its customers and service users.

**RECOMMENDED that**

**the Information and Records Management Strategy attached at Appendix 1 to the report be approved.**

**171. CREMATORIUM ENERGY RECOVERY PROJECT**

The Committee considered a report that outlined a proposal to re-use the waste heat generated by the removal of heat from the crematorium flue gases as part of the process of mercury abatement to offset the gas requirements at the adjoining Abbey Stadium development.

It was recognised at the outset that this was a sensitive topic and that the Council needed to be aware of the potential misgivings of some persons over the nature of the proposed development. It was hoped that the information contained within the report and which had been provided over recent days in response to widespread media coverage had served to allay any concerns as to the proposal.

Members and Officers both reported that they had received overwhelmingly supportive feedback in respect of the project. Members were unanimous in their support for the recommended course of action and expressed the view that the Council was leading the way nationally with this proposal and that, in time, other local authorities would be compelled to consider similar measures to some degree. The Committee was grateful to the Head of Environmental Services, the Climate Change Manager and the Bereavement Services Manager and his staff for their efforts in developing the project and the sensitive manner in which they had dealt with the subsequent interest in the proposal.

**RECOMMENDED that**

- 1) **£40,000, a proportion of the capital sum already approved for the installation of mercury abatement and cremation equipment, be redirected to the Abbey Stadium development project, to fund the engineering process associated with recommendation 2; and**

**subject to which, RESOLVED that**

- 2) **any waste heat recovered as part of the flue gas cleaning process at the crematorium be used to supplement the heating requirement of the Abbey Stadium development; and**
- 3) **expenditure of up to the sum agreed by the Council at 1) above be approved in accordance with Standing Order 41, for the purposes defined in the report.**

**172. PRIVATE SECTOR HOME SUPPORT SERVICE**

The Committee was asked to consider the introduction of the Council's Home Support Service into the private sector.

Officers explained that, at the present time, the Home Support Service was only available to the Council's tenants. It was further explained that continued receipt of Supporting People funding might be dependant on the Council demonstrating that the service was

available to both Council and private tenants as an unwillingness to extend in this way could be construed as a breach of contract.

Members sought assurances that existing service users would not be adversely affected by the proposal and that it would not place additional financial burdens on the Council. The Committee was informed that the overall amount of service provision was not due to change, this remaining at 840 hours, and that reviews of service users' needs would be undertaken to establish each individuals' requirements. The focus would be on providing the service to those eligible people who demonstrated the greatest need regardless of their tenure and continuing to ensure that the best outcomes were achieved from the available resources. The County Council were to fund a post to promote and develop the work of the Supporting People funded service.

There was some discussion as to the current requirement to support the service through the Housing Revenue Account (HRA) and the extent to which this could continue should the service move towards an increasingly private sector client base. Officers undertook to provide Councillor Chance with further information on the amount of HRA funding currently involved following the meeting.

**RECOMMENDED that**

- 1) **the Home Support Service be introduced to the Private Sector; and**
- 2) **an emergency Home Support call out service be introduced to private sector customers.**

**173. POLLING STATIONS - ANNUAL REVIEW 2011**

The Committee considered the outcomes of an interim review of Polling Places within the Borough of Redditch. The review had resulted in three proposals to move to alternative polling locations, these being in Abbey, Church Hill and Headless Cross and Oakenshaw Wards.

Officers explained the rationale for seeking alternative venues in these cases and the constraints upon them in identifying suitable premises. Although it was sometimes regrettable to move from an established location, certain circumstances made this unavoidable or very desirable.

**RECOMMENDED that**

- 1) **the polling places detailed at Appendix 1 to the report be approved and adopted, with particular reference to proposed changes in respect of Abbeywood First School**

**in Church Hill and the REDI Centre, which are to take immediate effect; and**

- 2) with regard to the Methodist Church Schoolroom, Headless Cross, the change take effect only when necessary, once the date of closure of the current premises is known.**

(This report had been accepted as a matter of Urgent Business – not on the Forward Plan – and was considered at the meeting as such, with the approval of the Chair, in accordance with the Council's constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.)

In this case the special circumstances were that the identification and agreement of Polling Places was required in good time before the elections in May 2011.)

#### **174. CORPORATE SICKNESS STATISTICS**

Officers provided the Committee with an overview of the Council's performance in managing sickness absence for the first quarter of 2010/11. Members were concerned at the amount of stress-related absence that was demonstrated in the data. The Committee was keen to establish whether the organisation had high levels of absence through stress in comparison to similar organisations, if it did experience high levels why this was the case and the scope of the problems covered by the generic term. In large part this was through a realisation that there were many areas of sickness absence over which the authority had limited influence whereas it was possible there were avenues the Council could explore to manage stress-related absence more effectively. It was suggested that back-strain and other non-specific conditions could be more closely investigated in this manner. It was also suggested that exception reporting and profiling be considered as means of achieving a better understanding of sickness absence data.

It was noted that the Human Resources function would shortly be moving towards a shared service arrangement and the reintroduction of an in house Occupational Health provision was to be explored as part of this process.

More generally, Members were updated on the means by which sickness absence was currently managed including the routine provision of return to work interviews and the measures that were available to reintroduce people to work following prolonged absence.

**RESOLVED that**

- 1) **the statistics be noted;**
- 2) **the programme outlined in paragraphs 4.13 to 4.16 of the report to reduce sickness absence be approved; and**
- 3) **future quarterly reports reflect Members' comments as outlined in the preamble above.**

**175. SHARED SERVICES BOARD**

Members received the notes and recommendations of the Shared Services Board from its meeting held on 11<sup>th</sup> January 2011.

Recommendations included proposals relating to the establishment of a shared North Worcestershire Economic Development Team.

Members also considered an update on the WETT (Worcestershire Enhanced two-tier Property Services arrangements).

(During consideration of this item, Members considered exempt matters detailed in the confidential notes of the meeting. Given that there was no discussion of the exempt matters under consideration, exclusion of the public and press was not necessary. However, to maintain its confidentiality the record of the Committee's decisions is recorded as a separate exempt minute below.)

**176. OVERVIEW AND SCRUTINY COMMITTEE**

Officers explained that the minutes of the Overview and Scrutiny Committee had not been available in time for this meeting and would be presented to the next ordinary meeting of the Executive Committee. There had been no recommendations for the Executive Committee to consider arising from the meeting in question.

**177. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS, NEIGHBOURHOOD GROUPS ETC.**

There were no minutes or referrals under this item.

**178. ADVISORY PANELS - UPDATE REPORT**

**RESOLVED that**

**the report be noted.**



**179. ACTION MONITORING**

Officers reported that the final two actions listed under the meeting on 12th January 2011 had now been completed.

**RESOLVED that**

**the report be noted.**

**180. BUDGET UPDATE**

With the agreement of the Chair, Officers provided a brief oral update on the budget preparation position going forward.

Officers reported that , as expected the appeal over the loss of money for the Dial-a-Ride service had been successful, at least to an extent. Money had been reallocated to the Council for 2011/12 but not to the same level as had existed and the figure for the 2012/13 financial year showed a further fall in allocation.

A number of increased income levels and savings for 2011/12 were reported as were several further financial pressures with the result that the overall shortfall for the 2011/12 year was expected to be £737,000. The funding gaps for 2012/13 and 2013/14 were estimated at £1.5M and £1M respectively. The remaining funding gap for the current year would primarily be addressed through balances.

It was noted that officers were to be instructed to further consider the following revenue bids prior to approval of the budget for the coming year with a view to potentially changing their priority, the reasoning being that they were investing to save proposals:

(All PLANNING revenue bids)  
Town Centre Regeneration - Grants evening economy  
Aftercare service  
Business Start Up Grant  
Careers Fair for Year 8 Students  
Graduate Programme

It was also noted that Officers were to explore the possibility of a loan of £180,000 for the provision of solar panels, rather than the £48,000 previously identified.

(This oral report had been accepted as a matter of Urgent Business and was considered at the meeting as such, with the approval of the Chair, in accordance with the Council's constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of

**Executive  
Committee**

1st February 2011

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the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.

In this case the special circumstances were that the information on the final allocations of money from central Government in respect of concessionary fares had only just been received and had an impact on the overall budget preparation process.)

The Meeting commenced at 7.00pm  
and closed at 9.14pm

.....  
Chair

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

Document is Restricted





# Executive Committee

21st February 2011

## MINUTES

### Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors Juliet Brunner, Greg Chance, Brandon Clayton, Malcolm Hall, Gay Hopkins, Jinny Pearce and Debbie Taylor

### Also Present:

Councillors Peter Anderson, Kath Banks, Andrew Brazier, Michael Chalk, Simon Chalk, Anita Clayton, Jack Cookson, Andy Fry, Adam Griffin, Bill Hartnett, Nigel Hicks, Roger Hill, Robin King, Wanda King, William Norton, Brenda Quinney, Mark Shurmer, Derek Taylor, Diane Thomas and Graham Vickery and M Collins (Vice-Chair, Standards Committee).

### Officers:

R Bamford, H Bennett, T Buckley, K Dicks, C Felton, J Godwin, S Hanley, T Kristunas, A Marklew, P Mills, J Pickering, D Poole, S Skinner and C Walker

### Committee Services Officer:

I Westmore

### 181. APOLOGIES

There were no apologies for absence.

### 182. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 183. LEADER'S ANNOUNCEMENTS

The Chair advised that she had accepted the following matters as Urgent Business as they were not on the Forward Plan for this meeting:

Item 4 – Initial Estimates 2011/12; and

Item 5 – Fees and Charges 2011/12.

.....  
Chair

The Chair also advised that she had accepted late circulation of the following papers:

Item 6 – the updated appendices to the Council Tax report.

**184. FEES AND CHARGES REVIEW 2011/12**

The Committee considered the proposed Fees and Charges for 2011/12 for the Council's chargeable services. Officers tabled an amended version of page 17 of the report to the Executive Committee in respect of certain charges under the Leisure and Arts heading.

Members commented on a number of the proposed increases where the rise had been significantly at a variance with the 3 – 5% increase generally applied or where a new charge had been applied. With regard to leisure services, it was noted that income was continuing to increase while customer satisfaction was being maintained. The Council was informed that Officers took account of the charges levied both in neighbouring authorities and among the Council's family group of authorities to ensure that such charges were appropriate.

Officers undertook to clarify for future years those charges upon which VAT was applicable.

**RECOMMENDED that**

**the Fees and Charges for 2011/12 as set out in Appendices A-H, as amended, be approved;**

**other than in cases where:-**

- a) fees and charges are statutory;**
- b) fees and charges are set externally; or**
- c) fees and charges are established under separate processes, for example Taxi fares.**

(This report had been accepted as a matter of Urgent Business – not on the Forward Plan for this meeting – and was considered at the meeting as such, with the approval of the Chair, in accordance with the Council's constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.

In this case the special circumstances were the need to agree the levels of fees and charges for chargeable services prior to the setting of the Council Tax.)

## **185. INITIAL ESTIMATES 2011/12 AND FORECASTS FOR 2012/13 AND 2013/14**

The Council considered a report that set out the estimated budget requirements for each service, as well as the proposed high priority revenue and capital bids, unavoidable financial pressures and proposed savings for the coming three year period.

The considerable consultation that had taken place, both with Members through the Executive and Overview and Scrutiny Committees and with the public through the Budget Jury was highlighted.

The emphasis in the coming financial years on further shared services and business transformation was noted, with the significant savings achieved through these means thus far being brought to Members' attention. The means for covering the outstanding shortfall were briefly discussed, including the proposal to use around £1/2 Million from balances. It was proposed to retain £1.157 Million in balances in recognition of the uncertain financial situation. The changes in terms and conditions of employment of staff, together with measures such as active vacancy management was projected to further increase savings in the coming years.

The regaining of money from central Government for the Dial-a-Ride service and concessionary fares was welcomed. However, it was noted that the sum provided diminished significantly over time and would be far short of that needed to maintain both the Dial-a-Ride service and pre-9.30am concessionary fares without considerable additional investment from the Council. It was therefore proposed that pre-9.30am concessionary fares be discontinued, although options for these services would be discussed with Members in the new financial year.

A number of alternative proposals were discussed, including a renewal of no-cost swimming to under-16s and over-60s, retention of the pre-9.30am bus pass and the reintroduction of concessionary Reddicard rates before the motion was put to the vote and it was

### **RECOMMENDED that**

- 1) the unavoidable pressures as identified in Appendix A to the report be approved:**

<b>2011/12</b>	<b>£498,000</b>
----------------	-----------------

- |  |         |           |
|--|---------|-----------|
|  | 2012/13 | £408,000  |
|  | 2013/14 | £408,000; |
- 2) the high bids as identified in Appendix B to the report be approved:
- |  |         |           |
|--|---------|-----------|
|  | 2011/12 | £232,000  |
|  | 2012/13 | £232,000  |
|  | 2013/14 | £232,000; |
- 3) the savings as identified in Appendix C to the report be approved:
- |  |         |             |
|--|---------|-------------|
|  | 2011/12 | £1,802,000  |
|  | 2012/13 | £3,444,000  |
|  | 2013/14 | £3,071,000; |
- 4) the high capital bids as detailed in Appendix D to the report be approved:
- |  |         |                                    |
|--|---------|------------------------------------|
|  | 2011/12 | £867,000 (General Fund)            |
|  |         | £120,000 (Housing Revenue Account) |
|  | 2012/13 | £11,000 ( General Fund)            |
|  | 2013/14 | £10,000 ( General Fund); and       |
- 5) the use of balances totalling £515,000 be approved.

(This report had been accepted as a matter of Urgent Business – not on the Forward Plan for this meeting – and was considered at the meeting as such, with the approval of the Chair, in accordance with the Council's constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.

In this case the special circumstances were the need to agree the Initial Estimates prior to the setting of the Council Tax.)

## 186. COUNCIL TAX SETTING 2011/12

Members considered a report which proposed a level of Council Tax to be levied in 2011/12. The Committee was informed that the report was essentially a formal, statute driven summary arising from the matters recommended earlier in the meeting.

### **RECOMMENDED that**

**the recommendations set out in Appendix 'Part C' of the report be approved.**



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(The appendices to this report had been accepted as a matter of Urgent Business – not meeting the publication deadline for this meeting – and were considered at the meeting as such, with the approval of the Chair, in accordance with the Council’s constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.

In this case the special circumstances were the need to set the amount of Council Tax for Redditch by 11th March 2011.)

The Meeting commenced at 7.31 pm  
and closed at 8.40 pm

.....  
Chair



REDDITCH BOROUGH COUNCIL**EXECUTIVE  
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15th March 2011

**SUSTAINABLE COMMUNITY STRATEGY AND ACTION PLANS**

Relevant Portfolio Holder	Cllr Carole Gandy, Portfolio Holder for Community Leadership & Partnerships
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Key Decision	

**1. SUMMARY OF PROPOSALS**

The Executive Committee is requested to consider the Redditch Partnership Sustainable Community Strategy (SCS) and its four associated Action Plans.

**2. RECOMMENDATIONS**

**The Committee is asked to RECOMMEND that**

**subject to Member comments, the Sustainable Community Strategy be adopted.**

**3. BACKGROUND**

3.1 The Redditch Partnership is a non-statutory, multi-agency partnership, which operates within Redditch Borough. The Redditch Partnership brings together representatives of the public, private, community and voluntary sectors to deliver initiatives and services in a co-ordinated and effective manner.

3.2 The Redditch SCS is the key working document of Redditch Partnership. The SCS was agreed by the Redditch Partnership Management Board on 17th January 2011 and now requires adoption by all partners.

**4. KEY ISSUES**

4.1 The role of Redditch Borough Council and its partners is to provide a leadership role through identifying and conveying the needs and aspirations of local communities.

4.2 The SCS is intended to influence the delivery and budget plans of all members of the Redditch Partnership, in order to deliver on resident aspirations and embed partnership working within the Borough.

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4.3 The previous SCS focused on the key themes of the Worcestershire LAA (LAA). With the abolishment of the LAA and the recognition by Redditch Partnership Board that the Strategy needed to be more focused, the refreshed SCS has been structured around four new key priorities. These are:

- a) health inequalities;
- b) education attainment;
- c) the economy; and
- d) areas of deprivation.

4.4 These priorities were identified through the 2009 Comprehensive Area Assessment where Worcestershire was given a 'red flag' for differences in the quality of life for people in Redditch compared to the rest of Worcestershire. The priorities were further developed through consultation with residents, which took place at various events in Redditch during 2010.

**5. FINANCIAL IMPLICATIONS**

Ongoing funding is required to enable the Partnership to become an active delivery mechanism for the Council's community leadership responsibilities and the delivery of the SCS.

**6. LEGAL IMPLICATIONS**

The legislative framework is set out primarily in the Local Government Act 2000 updated by the Local Government and Public Involvement in Health Act 2007. The Local Government Act 2000 introduced a statutory requirement that all local authorities prepare a SCS. This should set out local strategic priorities for an area, the basis by which progress towards those priorities can be assessed and engage key local stakeholders in planning and delivery.

**7. POLICY IMPLICATIONS**

7.1 The SCS is the overarching plan for the Borough and should influence Redditch Borough Council's and other partner's strategies and plans. The SCS therefore has an important role in shaping both the Core Strategy and the Council Plan.

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- 7.2 If the SCS is endorsed, Redditch Borough Council will commit to working within the framework of Redditch Partnership to deliver shared objectives. Although endorsing the SCS does not commit to any specific delivery target or future policy development, endorsement of the Strategy may be cited in future reports recommending policy changes.

**8. COUNCIL OBJECTIVES**

Enterprising Communities - an enterprising community will be one which is consistent with the four priorities of the SCS, i.e improved health, improved educational attainment, the economy and the regeneration of Winyates and Church Hill. The SCS and the Economic Action Plan provides a structure and a series of interventions to ensure effective action is taken to contribute to this Council priority.

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

The Council cannot deliver the aspirations of its residents working on its own, Partnership working is crucial to improve health, economic success, attainment and regeneration.

**10. CUSTOMER IMPLICATIONS**

None directly but community engagement underpins the SCS.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

The SCS and its Action Plans provide a structure and series of interventions to help address issues of inequalities across the Borough, particularly around health, attainment and regeneration.

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

The SCS and its Action Plans encourages partners to work together effectively, drawing on resources and expertise of a wide range of partners, avoiding duplication and therefore providing better value for money for the people of Redditch.

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

The SCS has focused on four priorities; however, other partnership working does occur such as the Climate Change Officer who works with Act on Energy.

**14. HUMAN RESOURCES IMPLICATIONS**

None identified.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

The Redditch Partnership Board will oversee the implementation of the SCS and will monitor progress of projects contained within the four Actions Plans at each meeting. Redditch Overview and Scrutiny Committee has also requested to monitor the progress of the Strategy and actions plans at regular intervals.

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

The SCS identified four priorities, but other partnership working does go on. The Police attend the Partnership Board and are a key partner in the Community Safety Partnership.

**17. HEALTH INEQUALITIES IMPLICATIONS**

Health Inequalities is a key priority for this SCS. The Health Inequalities Action Plan in particular sets out key interventions designed to address levels of smoking, healthy lifestyles and levels of alcohol consumption in the Borough.

**18. LESSONS LEARNT**

- 18.1 The previous SCS contained approximately 41 priorities. Redditch Partnership Board has acknowledged that there were too many priorities to effectively deliver on. Therefore, with the refreshed version of the Strategy the Partnership has been careful to focus on the most pressing four priorities.

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- 18.2 The previous SCS also did not include any actions plans. The Partnership Board has produced four Action Plans for each priority to be read in conjunction with the SCS. These specify what additional activity (above and beyond what individual partners are delivering in their own work plans) are being undertaken to address the four priority areas. These Action Plans not only make it clear to all partners what activity is taking place, but also provides a mechanism for performance management and to increase the accountability of the Partnership.
- 18.3 A dedicated Officer has now been in post to service the Partnership for over 12 months. This has enabled the Partnership to develop the SCS and the four Actions Plans and will enable projects that form part of the four Action Plans to be successfully progressed, developed and monitored.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

Consultation has taken place with the community to inform this refreshed version of the SCS. A Partnership event was held in January 2010 in the Kingfisher Shopping Centre where residents were asked what their priorities for Redditch were. Additional consultation was undertaken at the Morton Stanley Festival in August 2010 which asked residents questions more specifically about the emerging themes of health, education and the economy.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder(s)	Yes – Redditch Partnership Board
Chief Executive	Yes – Redditch Partnership Board
Executive Director (S151 Officer)	Yes - CMT
Executive Director – Leisure, Environment and Community Services	Yes – Redditch Partnership Board
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes - CMT

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Director of Policy, Performance and Partnerships	Yes – Redditch Partnership Board
Head of Service	N/A
Head of Resources	Yes - CMT
Head of Legal, Equalities & Democratic Services	Yes - CMT
Corporate Procurement Team	No

**21. WARDS AFFECTED**

All.

**22. APPENDICES**

Appendix 1 – Redditch Sustainable Community Strategy;  
 Appendix 2 – (Appendix A) Redditch Partnership Structure;  
 Appendix 3 – (Appendix B) Health Action Plan;  
 Appendix 4 – (Appendix C) Education Action Plan;  
 Appendix 5 – (Appendix D) Economic action Plan;  
 Appendix 6 – (Appendix E) Areas of Highest Need Action Plan.

**23. BACKGROUND PAPERS**

None identified.

**AUTHOR OF REPORT**

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**REDDITCH BOROUGH COUNCIL VOLUNTARY & COMMUNITY SECTOR  
GRANT PROGRAMME 2011/12 - FUNDING RECOMMENDATIONS.**

Relevant Portfolio Holder	Cllr Carole Gandy, Portfolio Holder for Community Leadership & Partnerships
Relevant Head of Service	Angie Heighway, Head of Community Services
Key Decision	

**1. SUMMARY OF PROPOSALS**

The Committee is asked to consider the recommendations of the Grants Assessment Panel in awarding grants to voluntary sector organisations for 2011 - 2012. The total budget available for grants is £239,000 and 67 applications totalling £519,074.26 have been received.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that grants be awarded to voluntary sector organisations as detailed in Section 4.4 of this report.**

**3. BACKGROUND**

3.1 The total grant funding available to voluntary organisations for 2011/12 is £239,000.

3.2 Applications for grant funding were required to address the themes recommended by the Executive Committee on 2nd December 2010 and approved by Full Council on 13th December 2010. These are:

- a) Enterprising Communities.
- b) Education & Learning.
- c) Health and Well Being.
- d) Safe/Clean & Green.
- e) Stronger Communities.

3.3 Under the Stronger Communities theme authority was delegated to the Head of Community Services, in consultation with the Grants Panel, to agree the allocation of community grants under the 'Stronger Communities' theme by Full Council on 13th December 2010.

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- 3.4 The Grants Panel met on 2nd, 8th, 10th, 16th and 23rd February 2011 to consider and score the applications.
- 3.5 The Council received 67 grant applications requesting a total of £519,074.26 as listed in appendices 1.

**4. KEY ISSUES**

- 4.1 The Grant Panel has recommended a total of £230,154 to include the first round of the Stronger Communities Grant. £8,846 is remaining for the 2nd and 3rd rounds of the Stronger Communities Grants.
- 4.2 In line with the policy the remaining un-allocated £2,876 has been transferred into the Stronger Communities giving element which encourages localised current project delivery by Local Community groups. This has set the Stronger Communities 2nd and 3rd grant rounds pots at £4423.00 each. Please see appendices 2 and 3 for details on deadlines for next rounds and a funding table.
- 4.3 Under the Health & Well Being theme a late application was submitted by Where Next Association. The organisation submitted their application with a covering letter for the Grants panel to consider explaining the circumstances of their late application. Following advice from the Council's Legal Services department the decision was made by the Grants Panel to accept and score the application due to the circumstances.
- 4.4 Following the scoring of the applications the Grants Panel recommend the following grants to be awarded:

<b>Enterprising Communities - 90k Grant</b>		
<b>Organisation</b>	<b>Funding recommended</b>	<b>Project</b>
CAB	90,000.00	Redditch Advice & Advocacy
<b>Total</b>	<b>90,000.00</b>	
<b>Enterprising Communities - 10k Grant - Pot = 40k</b>		
<b>Organisation</b>	<b>Funding recommended</b>	<b>Project</b>
Batchley Support Group	10,000.00	Batchley Community Café
Age Concern	10,000.00	Information & Advice
Sandycroft	10,000.00	Sandycroft'

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Where Next	10,000.00	Where Next Support Work & Training
<b>Total</b>	<b>40,000.00</b>	
<b>Education &amp; Learning Grant 50k</b>		
<b>Organisation</b>	<b>Funding recommended</b>	<b>Project</b>
Redditch Play Council	50,000.00	Crèche & Holiday Play care
<b>Total</b>	<b>50,000.00</b>	
<b>Education &amp; Learning Grant 2k - Pot = 10k</b>		
<b>Organisation</b>	<b>Funding recommended</b>	<b>Project</b>
Batchley Support Group	2,000.00	Redditch Roots
British Asian Women's Group	2,000.00	Cultural Learning project
YMCA	1,980.00	Lights Camera Action
YMCA	1,956.00	Y-Dads
Chinese Association	2,000.00	Chinese New Year 2012
<b>Total</b>	<b>9,936.00</b>	
<b>Health &amp; Well Being Grant 4k - Pot = 20k</b>		
<b>Organisation</b>	<b>Funding recommended</b>	<b>Project</b>
Carers Care Line	4,000.00	Health Awareness project
Friday Fun Club	2,600.00	Disabled youth group
Relate	2,500.00	Open Counselling Service - Redditch
Age Concern	3,360.00	History project
YMCA	3,273.00	Active8
SSAFA	2,000.00	Support Service for Veterans & Families
<b>Total</b>	<b>17,733.00</b>	
<b>Safe Clean &amp; Green Grant 5k - Pot = 20k</b>		
<b>Organisation</b>	<b>Funding recommended</b>	<b>Project</b>
Batchley Support Group	5,000.00	Batchley Odd Jobs
The Ditch	5,000.00	Ditch IT
YMCA	4,974.00	Positive Futures
YMCA	4,481.00	Intensive Intervention Project
<b>Total</b>	<b>19,455.00</b>	

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<b>Total grant funding recommended from main grant themes</b>	<b>227,124.00</b>	
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4.5 Following the scoring of the applications the Grants Panel approved the following grants in line with the delegated authority agreed by Full Council on 13th December 2010.

4.6 Stronger Communities funding table:

<b>Stronger Communities grant £500.00 - Pot = 3k</b>		
<b>Organisation</b>	<b>Funding allocated</b>	<b>Project</b>
Harry Bishops Group	480.00	Charity Concert - Acorns
Smallwood residents Ass	500.00	Outing for Elderly
Headless Cross Methodist Outreach	500.00	Woodwork project
Matchborough West Community Group	500.00	Community group
St Johns - Spice Project	100.00	Community handy service
RM Samba - The Band	500.00	Samba Band
The Salvation Army	450.00	Projection equipment
<b>Total funding allocated</b>	<b>3,030.00</b>	

**5. FINANCIAL IMPLICATIONS**

The total budget for grants to voluntary organisations for 2011 – 2012 is £239,000.

- a) The total funding being recommended in this document is £230,154.
- b) The £8,846 remaining will be split between the two remaining rounds of the Stronger Communities themes.
- c) This funding will support a total of 28 Voluntary & Community Sector Projects/Organisations.
- d) See appendices 2 and 3 for details on deadlines, dates and funding available under the next rounds of the Grant programme under the Stronger Communities theme.

**6. LEGAL IMPLICATIONS**

6.1 Under Section 137 of the Local Government Act 1972, the Council has the power to incur expenditure which in its opinion is in the interest of and will bring direct benefit to its area or any part of it or all or some of its

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inhabitants. The direct benefit accruing must also be commensurate with the expenditure to be incurred.

- 6.2 There is a further power to make grants to voluntary organisations providing recreational facilities under Section 19 of the Local Government (Miscellaneous Provisions) Act 1976.

**7. POLICY IMPLICATIONS**

The Policy for Award of Grants to Voluntary and Community Sector Organisations (Grants Policy) was approved by Full Council on the 13th December 2010.

**8. COUNCIL OBJECTIVES**

- 8.1 Enterprising Communities – Recognising the value of the Third Sector as an integral part of shaping and delivering better services for the citizens of Redditch. The Council can be flexible in its approach to partnership and funding so as to recognise the Third Sector's role in the sustainability of delivery of public services.
- 8.2 Safe – Specific projects will be delivered to support and raise awareness of issues that affect Redditch citizens.
- 8.3 Clean & Green - Specific projects will be delivered to support and raise awareness of issues that affect Redditch citizens.

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

- 9.1 The main risks associated with the details included in this report are:
- a) Acceptance of late application and challenge of the fairness and transparency of the grants process.
- 9.2 These risks are being managed as follows:
- a) A process for the management of late applications to be implemented.
  - b) All appropriate documentation pertaining to the Grants process to be made readily available where requested.

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**10. CUSTOMER IMPLICATIONS**

By supporting the VCS organisations to successfully identify alternative/match funding we can help mitigate total reliance on Redditch Borough Council's grant programme for many VCS organisations allowing them to explore other funding streams. This will allow Redditch Borough Council's grants programme to move forward year on year.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

- 11.1 The Grants process facilitates engagement with and support for more marginalised people and promotes equality and diversity issues within the local authority.
- 11.2 Value can be added to the local VCS by ensuring transparency of grant-giving practices thus promoting fairness and diversity.

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

- 12.1 Selection of successful applications was made by following the approved scoring criteria to ensure value for money is achieved.
- 12.2 The 'Shopping' element of the Grants process will be delivered via the Council's procurement process. Training and awareness of the process will be built into the support package. We will also look at the options for funding a shopping pilot project into the 2012/13 Grants programme.

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

None identified.

**14. HUMAN RESOURCES IMPLICATIONS**

None identified.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

- 15.1 Members of the Grants Panel will be required to attend quarterly panel meetings.
- 15.2 All successful grant applicants are required to attend quarterly monitoring meetings.

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

None identified.

**17. HEALTH INEQUALITIES IMPLICATIONS**

None identified.

**18. LESSONS LEARNT**

18.1 There is a need in the sector for up-skilling in areas of:

- Project management.
- Financial planning.
- Bid writing for grants.

Redditch Borough Council's Grant Team will be hosting workshops during 2011/12 to address these areas.

18.2 We will also be adding to the Grant application process templates for applicants to use to detail their project plans and financial plans.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

19.1 A workshop was hosted on 29th November to engage with VCS organisations to help up-skill and support bid writing and the grant making process. This workshop had 40 attendees from over 20 different VCS organisations.

19.2 On 6th January a Grant information morning was held at the Town Hall. Officers were available for one to one discussions about the grant process and to answer any queries on grant applications. This event had over 50 attendees from a wide range of local VCS groups.

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**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	
Chief Executive	
Executive Director (S151 Officer)	
Executive Director – Leisure, Environment and Community Services	
Executive Director – Planning & Regeneration, Regulatory and Housing Services	
Director of Policy, Performance and Partnerships	
Head of Service	
Head of Resources	
Head of Legal, Equalities & Democratic Services	
Corporate Procurement Team	

**21. WARDS AFFECTED**

All Wards.

**22. APPENDICES****Appendix 1:** Full list of recommended grant recipients (see attached).**Appendix 2:** Deadlines for second and third rounds of the Stronger Communities Grant programme:



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<b>Process for Community Grant programme</b>	<b>Timescale</b>
Launch - 2nd Round – Theme	Monday 14th March
2nd Application deadline for projects to commence from 1st July (Funds Released)	4pm Friday 8th April 2011
Launch – 3rd Round - Theme	Monday 20th June
3rd Application deadline for projects to commence from 3rd October (Funds Released)	4pm Friday 15th July
Assessment of applications	Within 14 working days of deadline
Successful and unsuccessful applicants informed	Within 21 working days of deadline

**Appendix 3: Stronger Communities Grant Fund**

<b>Stronger Communities Grant Pot</b>	<b>£11,876.00</b>
1st round - allocated	£3,030.00
2nd round	£4,423.00
3rd round	£4,423.00

**23. BACKGROUND PAPERS**

Redditch Borough Council's Voluntary and Community Sector Grants Policy.

**24. KEY**

**VCS – Voluntary and Community Sector.  
LSP – Local Strategic Partnership.**

**AUTHOR OF REPORT**

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Tel: (01527) 64252 ext: 3015



Redditch Borough Council's - Grant Programme 2011/12					
Enterprising Communities - 90k Grant					
	Organisation	Funding Requested	Funding recommended	Project title	
1	CAB	90,000.00	90,000.00	Redditch Advice & Advocacy	
2	YMCA	55,000.00		Get VFM	
3	Sandycroft	2,761.20		Sandycroft Advice & Advocacy	
		<b>147,761.20</b>	<b>90,000.00</b>		
Enterprising Communities - 10k Grant - Pot = 40k					
	Organisation	Funding Requested	Funding recommended	Project title	
1	Rainbow Autism	10,000.00		Phase 2	
2	Batchley Support Group	10,000.00	10,000.00	Batchley Community Café	
3	New Starts	10,000.00		Skills for a New Start	
4	Age Concern	10,000.00	10,000.00	Information & Advice	
5	YMCA	9,788.00		Skills for learning life and work	
6	YMCA	7,839.00		Bike Project	
7	YMCA	4,950.00		Polish Academy	
8	YMCA	8,744.00		Skilz Blitz	
9	Sandycroft	10,000.00	10,000.00	Sandycroft'	
10	DIAL	10,000.00		Reddi-dial	
11	YMCA	9,525.00		Cost Effective	
12	Where Next	10,000.00	10,000.00	Where Next	
		<b>110,846.00</b>	<b>40,000.00</b>		
Education & Learning Grant 50k					
	Organisation	Funding Requested	Funding recommended	Project title	
1	Batchley Support Group	49,795.00		Play Safe	
2	Play Council	50,000.00	50,000.00	Redditch Play Council	
3	YMCA	32,190.00		Include me in	
4	Sandycroft	2,000.00		Sandycroft Support Fund	
5	Icamp	2,000.00		Holiday camp	
		<b>135,985.00</b>	<b>50,000.00</b>		
Education & Learning Grant 2k - Pot = 10k					
	Organisation	Funding Requested	Funding recommended	Project title	
1	Batchley Support Group	2,000.00	2,000.00	Redditch Roots	
2	British Asian Women's group	2,000.00	2,000.00	Cultural Learning project	
3	YMCA	1,580.00		Twilight	
4	YMCA MIC Project moved to Safe/Clean & Green				
5	YMCA	1,980.00	1,980.00	Lights Camera Action	
6	YMCA	1,980.00		Boys Club	
7	YMCA	1,980.00		Girls Club	
8	YMCA	1,956.00	1,956.00	Y-Dads	
9	Christ's Church Matchborough	1,500.00		CCYG Sole Survivor Camp	
10	Chinese Association	2,000.00	2,000.00	Chinese New Year 2012	
		<b>16,976.00</b>	<b>9,936.00</b>		
Health & Well Being Grant 4k - Pot = 20k					
	Organisation	Funding Requested	Funding recommended	Project title	
1	Batchley Support Group	3,949.00		Summer Community event - Sports focused	
2	Icamp	3,330.40		Swimming project	
3	Jest a minute	3,780.00		Under 18 Conception project	
4	What's your point	3,000.00		Intergenerational history & culture project	
5	Carers care line	4,000.00	4,000.00	Health Awareness project	
6	Friday Fun Club	2,600.00	2,600.00	Disable youth group	
7	Headless Cross Methodist Outreach	3,884.00		Community project	
8	Saltways - Leonard Cheshire	1,000.00		Drama project	
9	Relate	2,500.00	2,500.00	Open Counselling Service - Redditch	
10	Age Concern	3,360.00	3,360.00	History project	
11	YMCA	3,273.00	3,273.00	Active8	
12	YMCA	3,884.00		Lone Parents Project	
13	YMCA	3,694.00		Think Before you Drink	
14	YMCA	3,894.00		Bombay Mix	
15	YMCA	3,597.00		Respected and Protected	
16	YMCA	3,350.00		Baby think it over	
17	YMCA	3,937.00		Olympic Leisure Club	
18	YMCA	3,723.00		Who am I	
19	SSAFA	2,000.00	2,000.00	Support Service for Veterans & Families	
20	Home Start - NEW	3,406.00		Healthy Adult promotes independence (HAPI)	
21	Active for all	4,000.00		Enable Sport Project	
22	Your Ideas	3,859.66		Engaging with older people	
		<b>74,021.06</b>	<b>17,733.00</b>		
Safe Clean & Green Grant 5k - Pot = 20k					
	Organisation	Funding Requested	Funding recommended	Project title	
1	Batchley Support Group	5,000.00	5,000.00	Batchley Odd Jobs	
2	Matchborough West Community Group	5,000.00		Gardens	
3	YMCA	5,000.00		Art Therapy Project -	
4	The Ditch	5,000.00	5,000.00	Ditch IT	
5	YMCA	4,974.00	4,974.00	Positive Futures	
6	YMCA	4,481.00	4,481.00	Intensive Intervention Project	
7	YMCA moved from E & L 2k	3,967.00		The MIC project	
		<b>29,455.00</b>	<b>19,455.00</b>		
Stronger Communities grant £500.00 - Pot = 3k					
	Organisation	Funding Requested	Funding allocated	Project title	
1	Harry Bishops Group	480.00	480.00	Charity Concert - Acorns	
2	Smallwood residents Ass	500.00	500.00	Outing for Elderly	
3	Headless Cross Methodist Outreach	500.00	500.00	Woodwork project	
4	The Ditch	500.00		Youth Group	
5	Matchborough West Community Group	500.00	500.00	Community group	
6	St Johns - Spice Project	100.00	100.00	Community Handy Service	
7	RM Samba - The Band	500.00	500.00	Samba Band	
8	What's your point	500.00		Garden project	
9	The Salvation Army	450.00	450.00	Projection equipment	
		<b>4,030.00</b>	<b>3,030.00</b>		
	<b>Total grant funding requests</b>	<b>519,074.26</b>	<b>230,154.00</b>		
Key				Total in main themes	£227,124.00
Recommended for funding				1st round - SC	£3,000.00
Did not meet criteria				Total in first round	£230,124.00
Recommend for reapplication in later rounds				2nd & 3rd Rounds - SC	£6,000.00
Scored but not successful				Total for 2011/12	£236,124.00
				Left in pot	£2,876.00
				SC pot	£11,876.00
				1st round - allocated	£3,030.00
				2nd round	£4,423.00
				3rd round	£4,423.00



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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**RIVER REVETMENT WORKS – OLD FORGE DRIVE and PARK WAY**

Relevant Portfolio Holders	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment & Health Councillor Michael Braley, Portfolio Holder for Corporate Management
Relevant Head of Service	Guy Revans, Head of Environmental Services
Key Decision	

**1. SUMMARY OF PROPOSALS**

The report seeks Member approval to revised scope and funding for the River Revetment Works, Old Forge Drive and Park Way, Capital Scheme.

**2. RECOMMENDATIONS**

The Committee is asked to **RESOLVE** that

- 1) **the scope of the Capital Scheme be revised to exclude Site 3 (at Park Way) from the scheme; and**

**subject to the Council's approval of 3) below,**

- 2) **expenditure up to the sum approved by the Council be approved in accordance with Standing Order 41, for the purpose indicated in the report; and**
- 3) **additional funding of £30,000 be vired from existing approved budgets (see 5.5) in respect of Sites 1 and 2 (at Old Forge Drive) only.**

**3. BACKGROUND**

- 3.1 The Council had previously proposed works at 3 locations where significant erosion of the river banks had occurred. Sites 1 and 2 being at Old Forge Drive, and Site 3 Park Way, near the rear of Dolphin Road allotments.

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- 3.2 Works were originally proposed for 2008/9 on an urgent basis during December 2008. Works were subsequently delayed owing to problems associated with adjacent sites, Old Forge Drive, where major pollution factors also needed to be taken into account. Subsequently changes in legislation have also impacted upon works of this nature.
- 3.3 Consequently, it was not possible to commence within that financial year, 2008/9 and works were carried forward to 2009/10.
- 3.4 Following further negotiations with the Environment Agency (EA), the River Arrow being a statutory 'Main River', as designated by Defra, resulted in a full environmental study being undertaken, by approved consultants (Summer 2010). This revealed a range of significant hydrological and geomorphologic factors which needed to be fully taken into account. Concurrent to this process, the EA carried out its own full Biodiversity study of the sections of river concerned – see Appendix A.
- 3.5 None of the works proposed are for flood defence / flood risk management purposes. Any such benefits derived from these proposals are purely coincidental. All of the sites are also within designated, Main River Floodplain areas.
- 3.6 By way of illustration, Appendix B indicates the extent of the 1960 Flood prepared by Redditch Development Corporation (RDC - dated 05/06/68) which relates to Site 3. The River Arrow was significantly altered by the RDC, commencing a short distance downstream and therefore the previous conditions no longer apply in relation to Sites 1 and 2. The EAs Flood Zone 2 has been superimposed which in part demonstrates the effect of these alterations including the intervention by Park Way.
- 3.7 The flooding in July 2007 was broadly similar in extent to that in the 1960 flood with regard to Site 3.

**4. KEY ISSUES**

- 4.1 Works at the 3 sites considered, each contain a number of risks and benefits. These differ at each location and they are referred to numerically as: -

Site 1 - Old Forge Drive (opp. Nash Road) - Highway and Footpath.

Site 2 - Old Forge Drive (opp. Meir Road) - Public Foul Sewer (STW).

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Site 3 - Park Way (r/o Dolphin Road) - RBC Land (Abbeydale Allotments).

4.2 The Council as riparian landowner has a responsibility to protect adjacent assets from the effects of serious erosion – see Appendix C. In the case of Sites 1 and 2, there is no scope due to lack of space to provide alternative routes and in any event, the cost of such alterations considerably outweighs the costs of remedial works (even as revised). Re-alignment of designated Main Rivers is not normally acceptable to the EA. The land between Old Forge Drive and Cycle Route 5 is designated floodplain and works in this zone are strictly controlled and limited.

4.3 If do nothing scenarios are considered, the likely implications are as follows, ranging in potential financial severity Site 2 (worst), Site 1 and Site 3 (least).

Site 1 - Temporary or permanent closure of Public Right of Way RD637, Traffic Management Act (TMA) measures – establishment and continuance currently £1,000 per site, plus costs of any associated temporary or permanent remedial works.  
Temporary or permanent closure of District Distributor (Old Forge Drive), TMA measures – establishment and continuance currently £1,000 per site, plus costs of any associated remedial works.  
Mobilisation of leachate from contaminated land (heavy metals) into Main River which may result in EA fines (typically a 5 or 6 figure sum for such an occurrence as there could be resultant major environmental pollution and damage, locally and downstream).

Site 2 - Repairs to damaged STW assets exceeding £50,000 and substantial fines imposed by EA, typically a 5 or 6 figure sum for such an occurrence as there would be resultant major environmental pollution and damage, locally and downstream.

Site 3 - There would be a land usage impact upon the Abbeydale Allotments which may result in re-allocation and minor associated costs in respect of any plots affected.

**5. FINANCIAL IMPLICATIONS**

5.1 There is currently funding available within the Capital Programme to fund works associated with the projects detailed above.

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- 5.2 There would be a need to combine the separate budgets currently approved to partially fund the costs relating to the delivery of Site 1 and 2. In addition a transfer of £30,000 would be required to meet the full funding required.
- 5.3 This would result in Site 3 being excluded from the scope of the works.
- 5.4 The funding required is detailed below:

<b>CURRENT CAPITAL APPROVAL</b>	<b>£'000</b>
OLD FORGE DRIVE	82
DOLPHIN ROAD	25
<b>TOTAL</b>	<b>107</b>
<i>LESS:</i>	
CURRENT SPEND	-12
<b>BALANCE AVAILABLE</b>	<b>95</b>
REVISED COSTS - SITE 1 & 2	125
<b>ADDITIONAL FUNDS REQUIRED</b>	<b>30</b>

- 5.5 The additional £30,000 could be funded from Capital Landscape Programme (8131 C2202 - £20,000) and from the Revenue Land Drainage budgets (0460 5158 - £6,000 and 0460 5900 - £4,000 – transfer to Capital).
- 5.6 Tendered prices in accordance with Conditions of Contract, unless the contractor advises us to the contrary, may also be subject to increases.

**6. LEGAL IMPLICATIONS**

The Council has a duty to comply with: -

- a) Wildlife and Countryside Act 1981;
- b) Environment Act 1990;
- c) Prevention of Pollution Act 1990;
- d) Land Drainage Act 1991;
- e) Flood Risk Regulations 2009;
- f) European Water Framework Directive 2010; and;
- g) Flood and Water Management Act 2010.



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Also, in secondary capacities, where collateral damage may occur, to take into account implications associated with the additional legislation: -

- h) Highways Act 1980;
- i) The Countryside and Rights of Way Act 2000;
- j) Water Industry Act 1991; and;
- k) Water Resources Act 1991.

**7. POLICY IMPLICATIONS**

The revised proposal complies where applicable with all relevant Council Policies with the exception of Site 3. However, the EA by virtue of Appendix A totally prohibits any works to be carried out at this site at the present time.

**8. COUNCIL OBJECTIVES**

This item closely interfaces with all Council Objectives and in particular, Clean and Green.

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

- 9.1 There are risks at Old Forge Drive of serious pollution either from the effects of mobilising heavy metals which are present as leachate in nearby contaminated land and from unrestrained failure of the public foul sewer, opposite Meir Road. Serious subsidence would almost certainly effect the continued safety of use of an adjacent public Right of Way (Site 1) and Old Forge Drive (Sites 1 and 2), the latter effectively rendered as two cul-de-sacs pending remediation.
- 9.2 At Site 3, there are minor land usage implications to ensure the continued safe enjoyment and use of the allotment areas.

**10. CUSTOMER IMPLICATIONS**

The suggested actions maintain both Council and other associated essential infrastructure assets at Sites 1 and 2. If Site 3 is not proceeded with at this time, the safety of the portion of Abbeydale Allotments nearest the River Arrow requires regular monitoring and it may be necessary to take out of use, a number of vulnerable plots. This would have customer and modest Council cost implications.

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**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are no equalities or diversity implications.

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

The costs of a 'do nothing scenario' do not represent value for money as the eventual costs of the works would rise considerably and in addition, there would be a variety of penalties and other costs, imposed by EA, STW and/or WCC as appropriate.

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

13.1 Properly constructed and maintained land drainage assets minimise the impacts of climate change by virtue of reduced maintenance requirements and associated costs.

13.2 Water-based habitats will be maintained allowing appropriate species of flora and fauna to thrive and avoid possible significant risks over a considerable distance, both within the Borough and downstream.

**14. HUMAN RESOURCES IMPLICATIONS**

There are no human resources implications.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

There are no governance or performance management implications.

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

There are no community safety implications.

**17. HEALTH INEQUALITIES IMPLICATIONS**

There are no health or inequalities implications.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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**18. LESSONS LEARNT**

The Council needs to be constantly aware of its obligations with regards to Biodiversity and other Environmental Factors in addition to the physical well being of its assets.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

19.1 A possible district based river warden scheme is being considered for urban areas in conjunction with length men for parishes in rural areas. This scheme, if pursued, will be developed in conjunction with relevant partners and referred to Members in advance for approval. It is envisaged that such functions would either be on a voluntary basis or where applicable, supported by the local Parishes and/or the Lead Local Floor Authority (LLFA).

19.2 This would allow in future, some early warnings to be given over and above, normal flood risk management issues.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Deputy Chief Executive/Executive Director – Leisure, Environment and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	No
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	No

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**21. WARDS AFFECTED**

Abbey, Church Hill, Greenlands, Lodge Park, Matchborough and Winyates.

**22. APPENDICES**

Appendix A – EA Report regarding Site 3.

Appendix B – Extract of 1960 Flood Map  
(original produced by Redditch Development Corporation)

Appendix C – Summary of legal responsibilities with regard to Main Rivers.

**23. BACKGROUND PAPERS**

Relevant correspondence on file, including the Appendix documents cited above.

**24. KEY / Terms used**

Defra	Department for Environment and Rural Affairs
EA	Environment Agency
Geomorphological	Relating to land forms
Hydrological	Relating to water resources
LLFA	Lead Local Flood Authority
RDC	Redditch Development Corporation
RBC	Redditch Borough Council
Riparian	Relating to River Banks
R/o	Rear of
STW	Severn Trent Water Limited
TMA	Traffic Management Act 2004
WCC	Worcestershire County Council

**AUTHOR OF REPORT**

Name: Clive Wilson, Engineering and Design Manager  
E Mail: Clive.Wilson@redditchbc.gov.uk  
Tel: 01527 64252 extn. 3379

**EXECUTIVE  
COMMITTEE****Appendix A****15th March 2011**

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## Erosion at Dolphin Road

The Environment Agency asked Redditch Borough Council to withdraw the Flood Defence Consent Application at Dolphin Road Allotments because the consent (as submitted) is contravening the Water Framework Directive (which requires that there must be no deterioration in the quality of any watercourse) and the Wildlife and Countryside Act (which affords protection to the White Clawed Crayfish), as well as our requirement under the Environment Act to ensure that our Consents do not result in environmental harm.

Erosion is a natural process in all rivers and forms an essential function in maintaining the ecological and geomorphological functioning of a river system. Indeed one of parameters of the Water Framework Directive (WFD) is the Hydromorphology of the river. Hard engineering disrupts these natural processes and has a detrimental impact upon aquatic wildlife. Where erosion is threatening essential infrastructure or buildings it is entirely appropriate to carry out erosion protection measures to prevent further erosion. However it is important to note that this will not necessarily resolve the problem. It merely transfers it elsewhere in the system.

In the case of Old Forge Drive the erosion protection works are necessary to protect both the road and the exposed sewer. Failure to tackle these erosion problems will result in significant environmental harm and disturbance to the road and sewer infrastructure. However these erosion protection works are likely to result in further erosion downstream, unless and until the channel gradient stabilises. However, in accordance with the Geomorphology Report commissioned by the Council the erosion is likely to occur in an area of low risk, so this will be acceptable.

In the case of Dolphin Road the erosion is occurring adjacent to an allotment site, which contains a number of vacant plots. Costly erosion protection work to the river at this location is likely to result in the problem being pushed up or downstream. This has the potential to result in the undermining of sensitive sections of the River Arrow which cannot be allowed to erode.

In addition to the physical problems associated with erosion protection and the fact that the work would result in a reduction in the hydromorphological status of the river under WFD, the River Arrow also supports a population of white clawed crayfish, which are extremely rare and as such are afforded protection under the Wildlife and Countryside Act 1981. The presence of white clawed crayfish does not prevent erosion protection work from being carried out. However the work must be carried out under Licence from Natural England and must result in a conservation benefit to white clawed crayfish. In simple terms this means that crayfish must be rescued by a licenced ecologist and safeguarded during the work and the work itself must also benefit crayfish and their habitat.

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**Appendix A**

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It is important to note that the application (as submitted to the Environment Agency) for Dolphin Road would not be acceptable irrespective of the presence of white clawed crayfish as it would result in a deterioration of the Hydromorphology (under the Water Framework Directive).

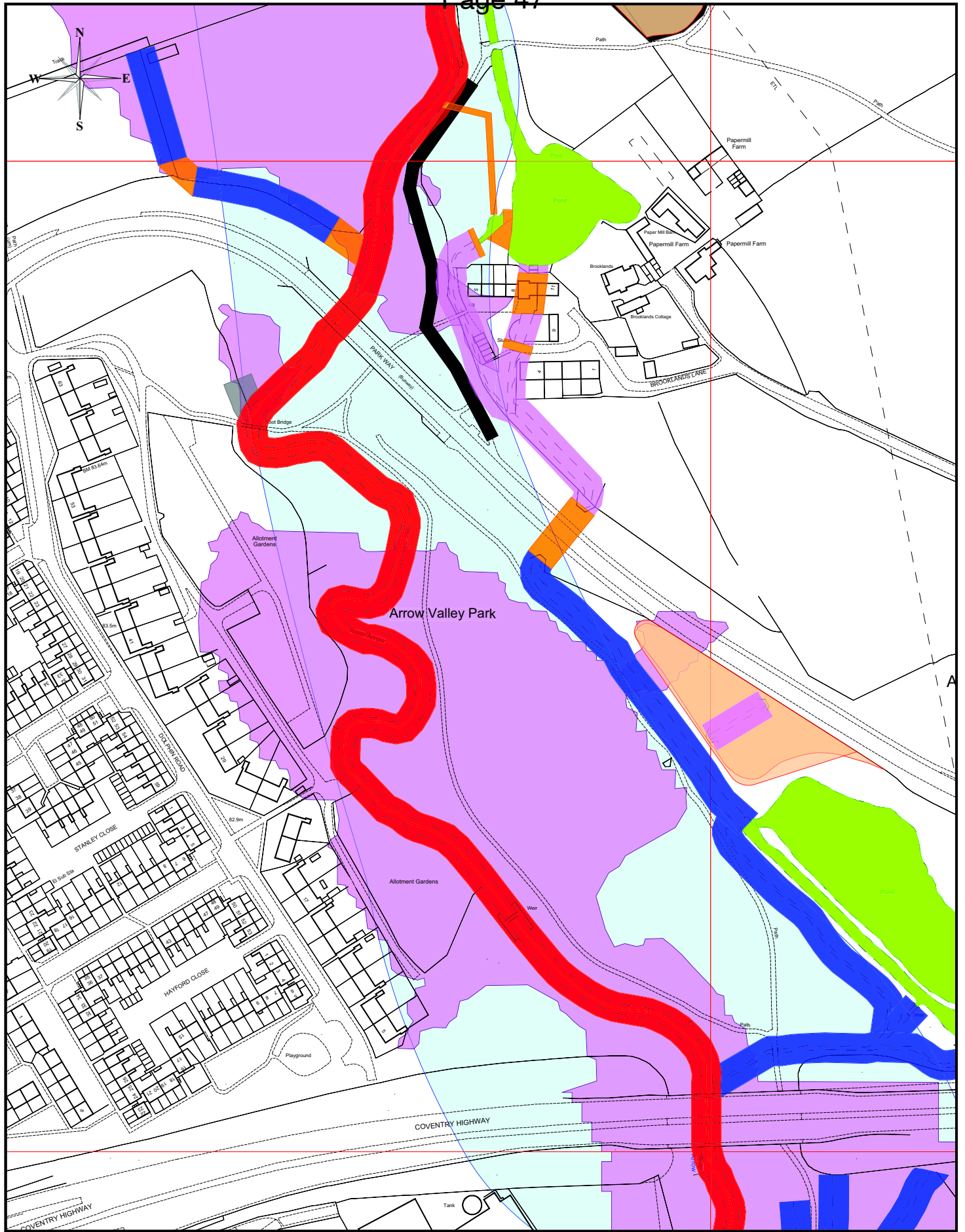
I have suggested to the Council that they look at the cost benefit of relocating the allotment holders currently at risk to the vacant lots and allowing the erosion to continue against the cost of carrying out the erosion protection work (including likely costs for crayfish protection and mitigation measures).

If it is deemed that the erosion protection work is necessary and cost beneficial then the Council will need a licence from Natural England prior to seeking consent from the Environment Agency and they will need to demonstrate that appropriate mitigation measures are in place to offset the hydromorphological harm caused as well as protecting crayfish. Often the best way to achieve this is by removing an equivalent length of existing erosion protection from elsewhere in the reach which is not protecting essential infrastructure.

The Council recently commissioned a very good Geomorphology Study of the erosion occurring at Old Forge Drive. This document is very useful in helping to understand the river processes in relation to erosion and deposition and the historic influence of human interventions, which are now surfacing as problem erosion.

Giles Matthews  
BIODIVERSITY OFFICER  
Environment Agency

2<sup>nd</sup> December 2010



www.redditchbc.gov.uk

**Asset Maintenance**  
 Town Hall  
 Walter Stranz Square  
 Redditch  
 Worcs B98 8AH

Project **River Arrow Revetment Works**

Drawn: CAW/OS

Drawing:

**Appendix - B  
 1960 Flood Zone**

Scale: 1/2500

Drawing No:

**P2122/13**

Date: DEC 2010

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 Redditch Borough Council LA100024252 2010





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**Summary of legal responsibilities with regard to Main Rivers**

This appendix summarises relevant extracts from: -

- “Living on the Edge”, 2<sup>nd</sup> edition 2001, published by EA, and
- “Land drainage and flood defence responsibilities”, 1993, published by the Institution of Civil Engineers

**“Living on the Edge”**

p4 ‘You are responsible for maintaining the beds and banks of the watercourse (including trees and shrubs growing on the banks), and for clearing any debris, natural or otherwise, including .... Again see pages 7 and 8 regarding the need for consent for these works. ....’

p5 ‘Failure to carry out your responsibilities could result in possible civil action from others.’

p6 ‘Under the Water Resources Act 1991, ..... These powers are permissive only, so there is no obligation on the Agency to carry out either maintenance or new works on main rivers.’

‘Maintenance of a watercourse is unlikely to be carried out by the Agency for amenity only, or to stop erosion where this does not threaten the interests of the Agency.’

**“Land drainage and flood defence responsibilities”****6. Riparian owners**

p30, 1 ‘The proprietor of land on the banks or under the bed of a natural watercourse is entitled to the enjoyment of what are commonly known as ‘riparian rights’, based on common law. Where a channel is not of natural origin, the same rights may not apply; ....’

p30, 4 ‘A riparian owner is not liable for damage, e.g. erosion, caused to adjoining land by virtue of the natural action of water on the land adjoining or downstream, provided that there is no negligence or wilfulness involved ....’

p32, 15 ‘..... It is now necessary to consider *Leakey v National Trust* (1980) Q.B. 485 which imposed a general duty on occupiers in relation to hazards that occur naturally on their lands; a riparian owner or occupier may now be liable for any nuisance caused if defects in the banks are not remedied in reasonable time and it is not the duty of any other person to do so.’

Taking all of the above into account, at Sites 1 and 2, the channel is not natural but a relatively new, diverted channel constructed by the then Redditch Development Corporation at the time that Old Forge Drive was also built. It’s not known whether the public foul sewer was constructed concurrently or subsequently. Either way, in the absence of any legal exclusions placing responsibility upon the utility companies;

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**Appendix C**

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WCC as Highway Authority or STW Ltd as Water and Sewerage Company, they are entitled to enjoy support for their assets from the adjacent land.

None of the failures can be defined as a natural process upon a natural channel as they are quite clearly relatively new features.

Item 15) above clearly comes into force, placing onus upon Redditch Borough Council as the riparian landowner, to maintain in a fit and proper state the artificially realigned channel.

Similarly by virtue of WRA 1991, there is no obligation on the EA to carry out any repairs as it is neither their responsibility nor are their interests served by so doing.

CAW/P2122

26 January 2011

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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**QUARTERLY BUDGET MONITORING: APRIL-DECEMBER 2010/11**

Relevant Portfolio Holder	Cllr Michael Braley, Corporate Management
Relevant Head of Service	Teresa Kristunas, Head of Resources
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

The report provides the Executive Committee with an overview of the General Fund budget including the achievement of approved savings for the period April – December 2010.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**subject to any comment, the report be noted.**

**3. BACKGROUND**

- 3.1 As Members are aware, the Central Government funding of Local Government is becoming more limited over the next 2 years. It is therefore important to monitor the financial position of the Council on a regular basis to ensure Officers and Members can take any necessary action on areas of expenditure or income that may result in further pressures having to be addressed in the future.
- 3.2 The Council set its budget for 2010/11 in February 2010. The net position of £13.312m included savings of £1.370m to be realised during this period. In addition to the quarterly monitoring of the overall financial position Members also requested that Officers monitored £1.154m of the savings identified to ensure their delivery. Of this, savings of £444k have been identified in service specific budgets and included in the Directorate Summary in Appendix 1 budgets.
- 3.3 The total net Directorate budgets agreed by Members in February 2010 total £14.230m (detailed in Appendix 1). Savings were required that could not be linked to any individual service budgets and £710k of these are detailed and monitored in the second table in Appendix 3. These represent the target that has been set to be achieved across all general fund budgets

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3.4 Service Managers receive monthly reports to consider the financial position on their operational areas and meet regularly with Finance Officers to discuss actions that may be required to address any overspends.

**4. KEY ISSUES**

4.1 For the period April – December 2010 (Quarter 3) the financial position of the Revenue budget shows an underspend of £815k against an estimated target of £350k. This is assumed to be the final position at the end of the financial year (March 2011). Appendix 2 details the material variances to this target for each department. The main reasons for the underspend, are:

- Vacant posts; there are a significant number of vacant posts across the Council which will generate higher than anticipated savings.
- Lower than anticipated borrowing costs have resulted in savings of £148k current period.
- The Council was successful in reclaiming £279k of previously paid VAT.

4.2 Appendix 1 shows the summary position for each department for the period April – December and the projected variance from the budget to the end of the financial year. This shows that the Council will save an additional £229k over and above the budgeted savings.

4.3 The savings of £1.154m as requested for separate monitoring are included at Appendix 3.

4.4 A review of any variances to the anticipated levels of expenditure and income is undertaken each month. This enables Service Managers to address any areas of concern by putting actions in place to mitigate any overspends over the future months.

4.5 The quarterly monitoring reports will reflect changes in the anticipated financial position and actions in place to address concerns.

4.6 The budget for 2011/12 was based on funding the budget shortfall from balances of £515k. Any additional underspends will be transferred to balances to fund future shortfalls.

**REDDITCH BOROUGH COUNCIL**

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**5. FINANCIAL IMPLICATIONS**

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

**6. LEGAL IMPLICATIONS**

Under section 151 of the Local Government Act 1972, every Local Authority has a duty to make arrangements for the proper administration of their financial affairs.

**7. POLICY IMPLICATIONS**

None Specific – information only.

**8. COUNCIL OBJECTIVES**

The report is required to ensure that the Authority is managing its budgets effectively and to ensure that Members are aware of any unexpected expenditure and effects on Council's balances during the year. This is part of a Well Managed Organisation.

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

9.1 Without adequate budget monitoring procedures, the Council will not achieve its objectives. The Council needs to monitor its financial performance in order that corrective action may be taken to minimise risks to the organisation.

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

**10. CUSTOMER IMPLICATIONS**

None Specific.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

None Specific.

**REDDITCH BOROUGH COUNCIL**

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

None Specific.

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

None Specific.

**14. HUMAN RESOURCES IMPLICATIONS**

None Specific.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None Specific.

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

None Specific.

**17. HEALTH INEQUALITIES IMPLICATIONS**

None Specific.

**18. LESSONS LEARNT**

None Specific.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None Specific.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Deputy Chief Executive/Executive Director – Leisure, Environment and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	N/A

**21. WARDS AFFECTED**

All Wards

**22. APPENDICES**

- Appendix 1 Quarterly Monitoring Directorate Summary April – December 2010  
Appendix 2 Explanations for projected variances  
Appendix 3 Budget savings – position as at end of third quarter 2010/11

**23. BACKGROUND PAPERS**

Council Minutes 6th April 2009 and 22nd February 2010.

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**15th March 2011**

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**AUTHOR OF REPORT**

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**APPENDIX 1****Quarterly Monitoring Directorate Summary April - December 2010**

	A Apr-Dec	B Apr-Dec	C Apr-Dec	D Apr-Dec	E Apr-Dec (C+D)	F Apr-Dec (B - E)	Apr-Dec	Apr-Dec
	Budget £	Profiled YTD Budget £	YTD Actuals £	Commitments £	Actual + Commitments £	Variance to Date £	Projected Outturn £	Projected Variance £
Directorate Chief Executive	14,480	25,177	-306,257	266,386	-39,871	-65,048	26,557	1,380
Leisure, Culture, Environment and Community	9,548,980	7,292,840	6,357,878	203,006	6,560,884	203,006	7,430,840	138,000
Planning, Regeneration, Regulatory and Housing	2,104,030	1,374,789	1,060,247	-60,330	999,917	-374,872	1,187,554	-187,235
Finance and Corporate Resources	2,313,970	1,505,576	1,012,999	372,276	1,385,275	-120,301	1,361,566	-144,010
Policy, Performance and Partners	248,240	149,610	-253,849	281,760	27,910	-121,700	149,610	0
<b>Directorate Total:</b>	<b>14,229,700</b>	<b>10,347,992</b>	<b>7,871,018</b>	<b>1,063,098</b>	<b>8,934,115</b>	<b>-478,915</b>	<b>10,156,127</b>	<b>-191,865</b>
<b>unapportioned savings</b>	<b>-710,000</b>						<b>-747,000</b>	<b>-37,000</b>

Additional projected savings at 31st March 2011

**-228,865**



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**Budget Monitoring Apr – December 2010**  
**Explanations for projected outturn variances****Chief Executive Directorate****CE Head of Paid Service**

Description	Variance £	Explanation
PA & Directorate Support	(12,620)	Vacant Post

**Head of Business Transformation**

Description	Variance £	Explanation
IT Services	14,000	As a result of the Shared Service with Bromsgrove District Council a share of redundancy costs are met by the Borough

<b>Total</b>	<b>Chief Executive Directorate</b>	<b>1,380</b>	
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**Executive Director of Finance & Resource****Head of Finance & Resources**

Description	Variance £	Explanation
Local Taxation	(29,700)	Two Vacant Posts
Corporate Expenses	(10,209)	The Audit Commission has given a refund in relation to work to be undertaken by the finance team to change the presentation of the accounts in accordance with new legislation ( International Financial Reporting Standards)
Corporate Activities	15,056	A £10,000 contribution paid to the County Council for the WETT programme fund and 50% costs relating to META workshops are included in the anticipated variance.
Procurement	(28,478)	Officer seconded to undertake a role to support the implementation of job evaluation.

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M'Ment of Investment Properties	12,070	Additional costs relating to Arrow Valley Social Club – since the termination of the lease agreement, the Council is responsible for the boarding up and security at Arrow Valley Social Club, carrying out repairs due to vandalism and paying service water drainage at the site.
Comm Related Asset Property	(64,070)	A central government proposal to end empty property rate exemptions did not materialise in 2010/11 therefore the additional provision for NNDR void properties will not be needed this financial year.
Finance Charges	(142,168)	Due to the continued low interest rate the borrowing costs for the Council are significantly lower than anticipated.
Prior year Adjustment – VAT	(279,000)	During previous year's the Council charged VAT to various Leisure and Cultural activities that have since been challenged in the High Court. With the assistance of Grant Thornton Redditch Borough Council has been able to obtain a refund plus interest from the HMRC, the initial budget for this was lower than the actual due to the level of uncertainty of what would be agreed by the HMRC.
Human Resources	(20,069)	The service is currently being reviewed as part of the shared service programme and resulting savings have been included in the 2011/12 budget.

**Head of Customer Services**

Description	Variance £	Explanation
Customer Service Centres	(18,610)	Vacant Post and Maternity Leave (vacant post given as saving in 2011/12)

<b>Total</b>	<b>Finance &amp; Resources</b>	<b>(565,178)</b>	
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Executive Director of Planning &amp; Regeneration, Regulatory &amp; Housing Services

**Head of Housing**

Description	Variance £	Explanation
Housing Capital	(36,530)	Vacant post

**Head of Planning & Regeneration**

Description	Variance £	Explanation
Business Centres	(40,660)	Central government proposal to end void property NNDR exemptions did not take place in 2010/11 – the additional provision for NNDR void properties will not be needed this financial year.
Planning Services	(54,845)	Vacant posts
Economic Development	(10,000)	Bid for Diversification Park report unlikely to be used in 2010/11
Land Charges Income	(25,000)	Additional income includes previous year vat adjustment of (£12,559)
Planning Applications	(30,000)	Additional receipts in first half of year
Building Control	9,800	Income not achieving budget

<b>Total</b>	<b>Planning &amp; Ren., Regulatory &amp; Housing</b>	<b>(187,235)</b>	
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# Executive Committee

## Appendix 2

15th March 2011

### Executive Director of Leisure, Environment & Community Services

#### Head of Community Services

Description	Variance £	Explanation
Shopmobility	15,000	Town Centre Management have reduced grant to RBC & charged for electricity

#### Head of Environmental Services

Description	Variance £	Explanation
L'Scape & Cntryside/Waste Management	(22,500)	Savings due to restructuring and maternity leave
Engineering & Design	(13,390)	Officer working reduced hours
Garden Waste Collection	(10,322)	Pilot scheme - income received for 2010/11 – the scheme has now ceased but at the 7/2/2011 Council meeting, Members asked that options for private companies to undertake this service be looked into.
Waste Collection Gen.	(19,000)	Due to restructure of service, budget no longer required. This has been given up in 2011/12
Crematorium	(5,380)	Due to a number of staff not being in the pension fund there is a saving on the Council contributions we make
Grazing Project	5,622	Papermill Farm lease still under negotiation and therefore no income from rental has been received. The £5k relates to anticipated income from 2009/10 which has yet to be received. The lease relates to the grazing rights of horses on this land.
Pay & Display Car parks	19,500	Due to the changes in a local car park operating hours there is a significant shortfall in income from the Town Hall pay and display car park. Officers have included an element of this in the budget pressures for 2011/12 but will continue to market the service more actively with the aim to increase

# Executive Committee

## Appendix 2

15th March 2011

		revenue.
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### Head of Leisure and Cultural Services

Description	Variance £	Explanation
Abbey Stadium	(30,000)	Reduction in casual hours coaches and instruction staff and £10k over achievement in income
Hewell Rd Swimming Pool	10,000	Under achieved on income including losses due to severe weather in Nov & Dec 10
Stitch Meadows	13,000	£10k efficiency (increased income) savings not achieved. There is also a lose of 3k on fair and circus fees due to the ongoing implications with town centre usage.
Arrow Vale	10,000	Under achieved on income in the main linked to the lose of ATP income due to severe weather.
Kingsley School Swimming Pool	10,000	Under achieved on income including losses due to sever weather
Church Hill Community Centre	(46,000)	The PCT lease expired on 31.3.09 however they have still continued to occupy the premises, without a lease, they have now been invoiced from 1.4.09 -31.3.11.

<b>Total</b>	<b>Leisure, Environment &amp; Community</b>	<b>(63,470)</b>	
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### SUMMARY

<b>Total variances</b>	<b>£</b>
<b>General Fund</b>	<b>(814,503)</b>





**APPENDIX 3**

**April – December 2010 – 3<sup>rd</sup> Quarter 2010/11**

The following savings being monitored are included in the Directorate budgets detailed in Appendix 1

	Target 2010/11	April – Mar (projected) 2010/11	Comments
	£'000	£'000	
Pitcheroak Golf Course	57	16	Will not achieve income this year, expected to under achieve by 35K. The severe weather experienced during November & December 2010 has impact upon know income generation issues on site and compounded the ongoing short fall in sales/fees.
REDI	160	-	As per the Executive report of 28 <sup>th</sup> July 2010 and associated redundancy costs with the closure of the service. It is not anticipated that there will be any savings during 2010/11. Future premises costs of 160K have been built into the base budget for 2011/12.
Printing	52	52	On target to be delivered
Committee Services	14	14	On target to be delivered
Benefits Subsidy	100	100	The subsidy is estimated to be at the target level by the end of the year
Community Meeting Rooms	61	61	The income target is anticipated to be achieved by the end of the year due to increased use of the facilities.
<b>TOTAL</b>	<b>444</b>	<b>243</b>	<b>Estimated savings until 31.3.11</b>

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**April – December 2010 – 3<sup>rd</sup> Quarter 2010/11**

The following savings being monitored are not included in the Directorate budgets detailed in Appendix 1

	Target 2010/11	April – Mar (projected) 2010/11	Comments
	£'000	£'000	
Shared Services	290	255	Identified from shared management structure/CCTV & Lifeline
Vacancy Management/Outturn savings	350	815	Due to the significant level of vacancies this savings will exceed the target level - this is estimated until 31 <sup>st</sup> March 2011.
Procurement	70	70	Due to the negotiations that our procurement team have held with suppliers and increased review of costs and contracts it is anticipated that this will be delivered for 2010/11.
<b>TOTAL</b>	<b>710</b>	<b>1,140</b>	<b>Savings projected to 31.3.11</b>

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**QUARTERLY PERFORMANCE MONITORING REPORT**  
**QUARTER 3, 2010/11 – PERIOD ENDING DECEMBER 2010**

Relevant Portfolio Holder	Cllr Michael Braley, Portfolio holder for Corporate Management
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

This report provides Members with an opportunity to review the Council's performance for quarter 3 of the 2010/11 financial year and to comment upon it.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that:**

**the update on key performance indicators for the period ending December 2010 be considered and commented upon.**

**3. BACKGROUND**

- 3.1 The National Indicator (NI) set was introduced with effect from 1st April 2008 and became the only indicators that public authorities are required to report on to central Government. Figures collected for 2008/09 formed the baseline for future reporting. 27 national indicators are included in the Local Area Agreement (LAA) for Worcestershire of which 12 are district indicators.
- 3.2 The LAA is to be abolished and NI set reduced. We will review the indicator set as part of the production of the Council Plan 2011/12, however the situation may remain fluid for a while as further Government guidance emerges.
- 3.3 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows our current and historic performance against selected national indicators and local performance indicators.

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**4. KEY ISSUES**

Basis of Quarterly Reporting

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

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

4.2 Member involvement in monitoring performance will continue during the 2010/11 reporting year with quarterly performance updates.

Corporate Performance Report

4.3 The corporate performance report compares the year to date outturn with the same period last year and shows those indicators which are included in the Council Plan and whether they have improved, declined and remained static in performance.

4.4 In total, data has been provided for 41 indicators for quarter 3. Of these, 19 have improved in performance and 21 have declined compared to the same quarter last year. In addition there is 1 indicator which has remained static, but this indicator is currently at optimum performance and as such no improvement is possible.

4.5 Upon closer inspection of the indicators, the picture is more positive than it first appears. Of those indicators which have declined, there are only 3 which are specifically problematic and require further analysis (see 4.7).

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- 4.6 This report shows that of the 41 indicators reported this quarter, 46.3% have improved when compared to the same period last year (April to December).  
By way of example:
- i) NI 181 – the time taken to process Housing Benefit / Council Tax Benefit new claims and change events has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 2.18 days compared to the same period last year;
  - ii) NI 016 – serious acquisitive crime rate has fallen when compared to the same period last year, reducing by 20 offences;
  - iii) NI 021 – the percentage of respondents to the Worcestershire Viewpoint Survey saying that that the local council and police are dealing with local concerns about anti-social behaviour and crime have increased from 30.5% to 42.9%;
  - iv) NI 155 – number of affordable homes delivered (gross) has improved with 78 properties being delivered for the period compared to 71 properties for 2009/10;
  - v) NI 195(a) – the levels of litter in the borough have also reduced when compared to the same period last year, down from 6% to 4%;
  - vi) WM 016 – following publicity, there has been an increase of over 800 people using the Dial-A-Ride service;
  - vii) WM 018 – the percentage of people who agree that Redditch Borough Council provides value for money has increased from 36% to 40% (Worcestershire Viewpoint Survey, November 2010);
  - viii) EC 015 - number of visitors to the Arrow Valley Countryside Centre has increased its visitor numbers by 29,507 when compared to the same period last year;
  - ix) BV 212 – when compared to the same period last year, the average length of time taken to re-let local authority housing has reduced from 24.01 days to 18.36 days.
- 4.7 The three indicators highlighted as showing particular concern are:
- i) BV 012 – the number of working days / shifts lost to the Local Authority due to sickness absence per full time equivalent staff member has increased from 6.71 days to 7.84 days when compared to the same period last year. A meeting has been arranged between DPPP and Head of Resources and HR to review sickness absence;

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- ii) BV 079b(i) – the amount of housing benefit overpayments recovered as a percentage of all housing benefit overpayments, when compared to the same period last year, has dropped from 77.35% to 73.82%. Although there is a comparative drop of 3½ percentage points, it is expected that the 80% target will be achieved by year end;
- iii) NI 192 – the percentage of household waste sent for reuse, recycling and composting has dropped from 28.68% to 27.6% when compared to the same period last year and from 31.26%, compared to the same period in 2008/09. This shows that over a two year period there has been a 3.66 percentage point drop in the amount of household waste sent for reuse, recycling and composting. Improving recycling rates has been carried forward to the 2011/12 Business Plan as a key deliverable.

**5. FINANCIAL IMPLICATIONS**

Poor financial performance will be detrimental to any Council assessment and overall performance. Specific financial indicators included in the 2010/11 set are listed below:

- NI 181 – time taken to process housing benefit / council tax benefit new claims and change events;
- BV 008 – percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms;
- BV 79b (i) – the amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments.

**6. LEGAL IMPLICATIONS**

Under the Local Government and Public Involvement in Health Act 2007, a set of 198 new National Indicators was introduced to replace the previous Best Value Performance Indicators. These cover all public authorities, but are not all applicable to Redditch Borough Council. The Government have announced that the NI set is to be reduced and these changes will be reviewed as part of the production of the Council Plan 2011/12.

**7. POLICY IMPLICATIONS**

The Council's current Council Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed. Appendix 1 reports on the 2010/11 performance indicators contained within the Council Plan.

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**8. COUNCIL OBJECTIVES**

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

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

Assessing the Council's performance forms part of the Council's approach to risk management.

**10. CUSTOMER IMPLICATIONS**

10.1 Information contained in the attached appendix will be communicated to both internal and external customers via the intranet/Internet following resolution at committee.

10.2 Additional customer service performance indicators have been added for 2010/11:

- i) WMO 011 – Percentage of calls resolved at first point of contact;
- ii) WMO 012 – Percentage of calls answered (switchboard and contact centre);
- iii) WMO 013 – Average speed of answer (seconds);
- iv) WMO 014 – Number of complaints received;
- v) WMO 015 – Number of compliments received.

Performance for these indicators can be found in Appendix 1.

10.3 Enhanced performance will assist to improve customer satisfaction.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are two performance indicators included in the 2010/11 corporate set which relate to equality and diversity. These indicators are both performing well with the number of racial incidents recorded (BV 174) improving and the percentage of recorded incidents resulting in further action (BV 175) remaining at 100%.

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

- 12.1 Performance indicators would form part of any assessment of a service's value for money along with financial information and customer feedback.
- 12.2 Responses to the November 2010, Worcestershire Viewpoint Survey show that there has been an increase in the percentage of people who agree that Redditch Borough Council provides value for money, rising from 36% to 40%.

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

There are a total of 4 performance indicators that relate to air quality and climate change within the list of National Indicators all of which are included in the corporate set. These indicators are all reported annually.

- i) NI 185 – Percentage reduction in CO<sub>2</sub> from Local Authority operations;
- ii) NI 186 – Per capita reduction in CO<sub>2</sub> emissions in the local authority area;
- iii) NI 188 – Planning to adapt to climate change; and
- iv) NI 194 – Air quality – percentage reduction in NO<sub>x</sub> and primary PM<sub>10</sub> emissions through local authority's estate and operations.

**14. HUMAN RESOURCES IMPLICATIONS**

The performance indicator set includes BV 012 which reports on the number of working days / shifts lost to the local authority due to sickness absence per full time equivalent staff member. Quarter 3, 2010/11 shows an increase in the amount of time lost due to sickness absence compared to the same period last year (April – December).

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

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



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

There are a number of performance indicators relating to community safety in the 2010/11 corporate indicator set.

- i) NI 15 – Serious violent crime rate;
- ii) NI 16 – Serious acquisitive crime rate;
- iii) NI 17 – Perceptions of anti-social behaviour;
- iv) NI 21 – Dealing with local concerns about anti-social behaviour and crime issues by the local council and police;
- v) NI 27 – Understanding of local concerns about anti-social behaviour and crime issues by the local council and police;
- vi) NI 41 – Perceptions of drunk or rowdy behaviour as a problem; and
- vii) CS 002 – Total British Crime Survey crimes.

Performance for these indicators can be seen in Appendix 1.

**17. HEALTH INEQUALITIES IMPLICATIONS**

None specific.

**18. LESSONS LEARNT**

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

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

The performance indicators are based on the corporate priorities upon which the public are consulted.

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**20. OTHERS CONSULTED ON THE REPORT**

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

**21. WARDS AFFECTED**

All wards.

**22. APPENDICES**

Appendix 1 Quarter 3, 2010/11 Corporate Performance Report.

**23. BACKGROUND PAPERS**

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

**AUTHOR OF REPORT**

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**Corporate Performance Report**  
**Quarter 3, 2010/11 - Period Ending December 2010**

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 3 (October - December) 2010/11; the information relates to a year to date comparison where data is available for both periods.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Areas of Highest Need (AOHN)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
		%		%		%		%		%		%
Total number of corporate performance indicators <b>providing comparative outturn</b> data for quarter 3	6		29		0		2		4		41	
Total number of indicators showing improvement compared to the same period last year ☺	2	33.3%	15	51.7%	NO		1	50.0%	1	25.0%	19	46.3%
Total number of indicators showing a decline compared to the same period last year ☹	4	66.7%	13	44.8%	EXPECTED		1	50.0%	3	75.0%	21	51.2%
Total number of indicators showing no change compared to the same period last year** ☹	0	0.0%	1	3.4%	THIS QUARTER		0	0.0%	0	0.0%	1	2.4%

\*\*The indicator showing no change is currently at optimum performance and as such, no improvement is possible

**Key Findings for Quarter 3**

This report shows that of the 41 indicators reported this quarter, 46.3% have improved when compared to the same period last year. By way of example, the percentage of people who feel that the local council and police are dealing with their concerns about anti-social behaviour and crime (NI 21) has risen from 30.5% to 42.9% an increase of 12.4 percentage points. Likewise, the percentage of people who agree that Redditch Borough Council provides value for money (WMO 18) has increased by 4 percentage points from 36% to 40%. These measures are gathered from respondents to the Worcestershire Viewpoint Survey. In addition, there continues to be improvement in the length of time taken to process housing benefit/council tax benefit new claims (NI 181) which has improved by over 2 days when compared to the same period last year.

However there are also indicators which are highlighted as areas for concern; serious violent crime rate (NI 15) has increased from 0.67 crimes per 1,000 population to 0.92 crimes per 1,000 population, an increase of 29%. Similarly, the percentage of household waste sent for reuse, recycling and composting (NI 192) has continued to fall and is over 1 percentage point lower than the same period last year (April - December) and 3.66 percentage points lower than the previous year. [Improving recycling rates has been carried forward to the 2011/12 Business Plan as a key deliverable.](#)

**Additional Information**

In quarter 1 a new column was added to this report showing the most recent benchmarking data where it is available. These benchmark figures have been collated by taking the best outturn from a list of our 'nearest neighbours'. The nearest neighbour list is put together by CIPFA (Chartered Institute of Public Finance & Accountancy) and contains a list of authorities which most closely match the characteristics of Redditch. The benchmark for BV 008 (percentage of invoices paid) and BV 012 (sickness absence) is no longer available nationally, therefore we have taken the best outturn for Worcestershire as a benchmark for these indicators.

Continued over

Areas of Highest Need is a new project and performance indicators are currently in development. Performance measures are being actively examined by Worcestershire County Council Research and Improvement Team to develop an appropriate set. The challenge is disaggregating the information into a very small geographical area (Lower Super Output Area). It was hoped that data for these indicators would be available from quarter 3 however the disaggregation is proving to be a problem. It is now expected for quarter 4 (Jan - Mar), 2011.

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

<b>Key to Terms and Symbols</b>		
Improving performance compared to same period last year	☺	+ve
Lower Super Output Area		LSOA
Worsening performance compared to same period last year	☹	-ve
West Midlands		WM
No change in performance compared to same period last year	☺	*
Dept of Energy and Climate Change		DECC
No data available for the period	#	TBC
Redditch School Sports Partnership		RSSP
Not applicable for this indicator/period	NA	(PS)

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	14.15	11.96*	☺	12 days	5	17.70	13.40	Provisional figure based on several reports from HB/CTB assessment software - the 'Open Exec' reporting tool usually used to calculate these figures has not been available since 15/11/10 and there is still an outstanding help desk call for this problem.
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	77.35%	73.82%	☹	80.00%	NA	65.24%	75.99%	Higher recovery rates in quarter 2 as quarter 2 had 4 x 4-weekly payments where weekly reclaims made, whereas the 3 other quarters have 3 x 4-weekly payments. Also, quarter 3 has a rent free week where weekly reclaims for council tenants are not taken.
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	93.94%	92.52%	☹	95%	98.24%	91.62%	93.55%	We are awaiting a new system which is due to be rolled out during the last quarter of 2010/11 and the first quarter of 2011/12.
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	6.71	7.84	☹	9.02	9.02	9.60	9.02	Increase in sickness from last quarter, however decrease in sickness from the same period in 2009/10. The Sickness Absence policy is currently being reviewed by Human Resources.
Customer services - percentage of enquiries resolved at first point of contact	WMO 011	NA	99.13%	NA	90%	NA	NA	NA	All face to face enquiries are now being logged on Oneserve, and for this quarter the majority of phone enquiries. However this has impacted on our capacity to deliver the service so, from 1st December 2010 only face to face enquiries have been logged and phone statistics are being collected in a more time efficient way.
Customer services - percentage of calls answered (switchboard and contact centre)	WMO 012	NA	79.55%	NA	80%	NA	NA	NA	We are working to improve our response rate on the phones and this shows we are moving in the right direction.
Customer services - average speed of answer (seconds)	WMO 013	NA	17.0	NA	20 secs	NA	NA	NA	Compared to quarter 2, there has been an increase in answering time; this is due to the exceptionally high volumes of calls on the switchboard.
Number of complaints received	WMO 014	71	62	☺	Contextual measure	NA	NA	83	The number of complaints received have decreased since last quarter and we have received fewer complaints when compared to the same period last year.
Number of compliments received	WMO 015	203	182	☹	Contextual measure	NA	NA	287	We have received fewer compliments in the last quarter and when compared to the same quarter last year.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	

<u>Key to Terms and Symbols</u>	
Improving performance compared to same period last year	☺ Positive Trend +ve Lower Super Output Area LSOA
Worsening performance compared to same period last year	☹ Negative Trend -ve West Midlands WM
No change in performance compared to same period last year	☺ Data is provisional * Dept of Energy & Climate Change DECC
No data available for the period	# To be confirmed TBC Redditch School Sports Partnership RSSP
Not applicable for this indicator/period	NA Place Survey (PS)

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
% of people who believe people from different backgrounds get on well together in their local area (former Place Survey)	NI 001	71.7%	71.4%	☹	+ve	81.90%	72% (P)	71.7%	There has been a small decrease in performance against this indicator, however there has been no significant change. This indicator links into perceptions of anti-social behaviour and crime issues. The Redditch Community Safety Partnership have an action plan developed to tackle these issues.
Serious violent crime rate (per 1,000 population)	NI 015	0.67	0.92	☹	0.98	NA	0.57	0.98	NI 15 rates have decreased by 48% (equivalent of 16 additional offences) compared to last quarter, but have increased by 33% (equivalent of 4 offences) compared to the same quarter of last year (this was one of the lowest quarters of last year). Although reductions in rates have been observed compared to last quarter, this may be a seasonal effect given that rates are still 29% higher this year to date compared to the same period last year; rates are 33% greater than the same quarter last year; and performance is significantly worse than peers. Therefore, until assessment remains red, if reductions are seen next quarter this will be reassessed and may move to amber.
Serious acquisitive crime rate (per 1,000 population)	NI 016	9.47	7.83	☺	11.50	NA	12.93	11.51	NI 16 rates have increased by 45% (equivalent of 77 offences) compared to last quarter. However, this represents a 7% reduction compared to the same quarter last year (equivalent of 20 offences). Reductions in rates have been observed both year to date and compared to the same quarter last year, and performance is in line with peers, indicating green performance. The rate of offences is almost 1.5 times greater this quarter compared to last quarter, which may be a reflection of the seasonal nature of these types of offence. If this is the case, then the effect has been to a lesser extent than last year as rates are still lower than last year. If increases in rates are observed in the next quarter then assessment will be moved to amber.
Perceptions of anti-social behaviour (former Place Survey)	NI 017	12.9%	13.5%	☹	19.5% by 2011	13.6	21.1% (P)	12.9%	Although there has been a small dip, performance is still exceeding our target of 19.5% by 6 percentage points. Action plans are in place to continue to tackle the issues associated with people's perceptions of an area. For example Neighbourhood Actions days are currently under development.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (former Place Survey)	NI 021	30.5%	42.9%	☺	30.1% by 2011	30.8	24.8% (P)	30.5%	This is a very positive performance showing an increase of 29% of those surveyed agreeing that their concerns about crime and anti-social behaviour are being dealt with. The target has been exceeded by 12.8 percentage points.
Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (former Place Survey)	NI 027	31.6%	Viewpoint Survey	NA	TBC	28.5	25.1% (P)	31.6%	This question was not asked in the November 2010 Worcestershire Viewpoint Survey and as such there is no comparison.
Perceptions of drunk or rowdy behaviour as a problem (former Place Survey)	NI 041	23.9%	25.2%	☹	TBC	20.5	30.8% (P)	23.9%	This indicator is closely linked to NI 017. Although the direction of travel is downward, the drop in perceptions of drunk or rowdy behaviour is small. Since the indicator was established in November 2008, there has been a 5.6 percentage point improvement. Actions are being developed to tackle those areas where people feel there is an issue.
Number of affordable homes delivered (gross)	NI 155	71	78	☺	64	250	10	111	18 Homebuy Direct units at Windsor Road have completed and 2 mortgage rescue units. Target for 2010/11 exceeded.
Residual household waste per household (kg)	NI 191	434.72	438.23	☹	570kg	480	566.74	574.93	Waste tonnage is down this quarter due to the bad weather affecting collections, therefore figures will probably increase next quarter
Percentage of household waste sent for reuse, recycling and composting	NI 192	28.68%	27.60%	☹	30%	51.91%	31.43%	28.30%	Initial investigations show that the drop in performance is due to significant reduction in bring bank usage, increased street sweeping and recyclables in green bins remaining constant rather than increasing. A key deliverable to improve recycling performance has been carried forward to 2011/12 Business Plan.
Improved street and environmental cleanliness - levels of litter	NI 195(a)	6%	4%	☺	6%	0%	5%		This is a good score and shows that the streets have a high standard of cleanliness with regards to litter levels
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	26%	28%	☹	25%	1%	11%	26%	When compared to the same period last year there is a small increase in detritus. However, there has been a 6 percentage point decrease since quarter 2, dropping from 34% to 28% which is positive news.
Improved street and environmental cleanliness - graffiti	NI 195(c)	2%	3%	☹	2%	0%	1%	2%	A slight increase in graffiti levels, if this continues for next survey we will look at what action we can take to tackle this
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0%	5%	☹	0%	0%	0%	0%	Although slightly higher than in previous surveys, this indicates that there is a very low level of fly-posting across the town
Improved street and environmental cleanliness - fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	1	#		Level 1	1	2	1	Figures not available when report completed, but there is a significant increase in enforcement actions this quarter compared to the same quarter last year and this will have a positive effect on the outturn



Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
The number of racial incidents recorded by the authority per 100,000 population	BV 174	17.79	24.13	☺	Contextual measure	NA	12.56	23.88	Levels of reporting have increased compared to last year, which potentially indicates an increase in confidence or awareness of reporting processes, and may not necessarily reflect an increase in incidents.
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	☺	Contextual measure	NA	100%	100%	All had further action taken
Number of British Crime Survey Comparator crimes reported	CS 002	2,745	#		Contextual measure	NA	3,690	3,469	Data for December will not be available until the end of January. An updated quarterly assessment will be provided when available.
Number of people using the Dial-A-Ride service	WMO 016	25,184	26,002	☺	34,330	NA	NA	33,930	We have really pushed publicity giving out leaflets in busy shopping areas increasing awareness to all.
Number of people using the Shopmobility service	WMO 017	15,011	12,279	☹	19,238	NA	NA	19,238	We are over 2,000 customers down on the same period last year which is due to the current economic climate, bad weather and the cut in funding for additional openings. We are looking at introducing a joint marketing strategy for Dial A Ride and Shopmobility.
Morton Stanley Park - number of visitors to the festival	CG 001	NA	Annual	NA	7,000	NA	NA	4,500	This is an annual indicator and was reported on in quarter 2.
Satisfaction with parks and open spaces (%)	CG 002	79%	77%	☹	79%	NA	73%	79%	Whilst there has been a very small drop in the percentage of people satisfied with parks and open spaces (Worcestershire Viewpoint Survey, November 2010) there is still a 4 percentage point increase from the original survey in November 2008 Place Survey.
Number of visitors to the Abbey Stadium and Hewell Road Swimming Pool	EC 005	218,379	230,943	☺	296,903	NA	NA	291,081	There has been an increase in the year to date figures compared with the same period last year. However there was a decrease in attendance in the 3rd quarter, on comparable period from 09/10, due to adverse weather which resulted in closure of facilities. Sports centres were closed for one full day, three half days and there was a knock on effect of customers staying away from sites due to poor weather and travelling conditions. In addition the car parks and pathways were inaccessible for several days. Annual position: performance on track, annual target projected to be achieved.
Number of visitors to the Palace Theatre	EC 006	39,176	44,183	☺	45,756	NA	NA	44,857	3rd quarter: seasonal figure - additional performances as part of pantomime programme. Annual position: increase on year to date target and annual target. Projected to significantly exceed target.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of visitors to leisure centres	EC 007	416,927	419,252	☺	576,460	NA	NA	565,157	There has been an increase in the year to date figures compared with the same period last year. However there was a decrease in attendance in the 3rd quarter, on comparable period from 09/10, due to adverse weather which resulted in closure of facilities. Sports centres were closed for one full day, three half days and there was a knock on effect of customers staying away from sites due to poor weather and travelling conditions. In addition the car parks and pathways were inaccessible. Annual position: increase on last year comparison to date and annual target projected to be achieved.
Number of visitors to the Museum and Bordesley Abbey Visitors Centre	EC 008	13,306	18,989	☺	15,369	NA	NA	15,068	There has been an increase in the year to date figures and quarter 3, 2010/11 compares well with the same period last year. In comparison to previous quarter 2, 10/11 the figures are lower due to reduced museum opening hours and a reduction in events which are mainly held in the spring/summer period. Annual position: significant increase due to additional events at no extra cost to budget. Annual target achieved.
Number of over 60's swimming usage	EC 009	6,729	5,944	☹	9,176	NA	NA	8,996	3rd quarter: decrease in attendance in December due to closures caused by adverse weather conditions. Sports centre pools were closed for one full day, three half days and there was a knock on residual effect of customers staying away from sites due to poor weather and travelling conditions. In addition the car parks and pathways were inaccessible for several days. Annual position: performance behind target due to a combination of factors including adverse weather and end of free swimming programme. Corrective action: additional advertising campaign launched to try to increase swims for 4th quarter and to lower impact of target not being met.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of under 16's swimming usage	EC 010	19,626	13,338	☹	23,667	NA	NA	23,203	3rd quarter: decrease in attendance in December due to closures caused by adverse weather conditions. Sports centre pools were closed for one full day, three half days and there was a knock on residual effect of customers staying away from sites due to poor weather and travelling conditions. In addition the car parks and pathways were inaccessible for several days. Shortfall on target projected for end of year performance. Annual position: performance behind target due to a combination of factors including adverse weather and end of free swimming programme. Corrective action: additional advertising campaign launched to try to increase swims for 4th quarter.
Attendance at community events	EC 011	44,364	62,073	☺	43,248	NA	NA	42,400	There has been an increase in the year to date figures compared with the same period last year, however the 3rd quarter shows a decrease in attendance from the comparable period 09/10 due to adverse weather affecting annual fireworks event. Annual position: there has been a % increase on the same period last year and the annual target has been exceeded. More comprehensive events programme across services at no additional cost to budgets, by supporting partners and third sector organisations.
Attendance at community centres	EC 012	128,517	137,789	☺	154,683	NA	NA	151,650	3rd quarter: seasonal trend and some additional bookings resulting in increase from comparable period 09/10. Annual position: year to date target achieved and annual target will be significantly exceeded due to increased activity programme.
Attendance at sports development sessions	EC 013	40,300	44,458	☺	60,935	NA	NA	59,741	3rd quarter: seasonal trend uplift. Additional activities added to activity programme. Annual position: due to a combination of an increase in tournaments and festivals (in partnership with RSSP) we are on track with the quarterly target and the annual target is projected to be achieved.
Attendance at arts development sessions	EC 014	5,752	11,429	☺	10,048	NA	NA	9,851	3rd quarter: Two additional events resulting in increase to comparable period 09/10 utilising external funding. Annual position: additional events provided (including Air Festival 2010) resulting in achievement of higher attendances and annual target to date. Annual end of year target met.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of visits to Arrow Valley Countryside Centre	EC 015	251,864	281,371	☺	341,726	NA	NA	335,025	There has been an increase in the year to date figures compared with the same period last year, although quarter 3 shows a slight decrease in visitor numbers from the comparable period 09/10, due to adverse weather during December. Centre was closed for one full day, three half days and there was a knock on residual effect of customers staying away from sites due to poor weather and travelling conditions. In addition the car parks and pathways were inaccessible for several days. Annual position: annual target is expected to be achieved.

Key to Terms and Symbols	
Improving performance compared to same period last year	☺ Positive Trend
Worsening performance compared to same period last year	☹ Negative Trend
No change in performance compared to same period last year	☺ Data is provisional
No data available for the period	# To be confirmed
Not applicable for this indicator/period	NA Place Survey (PS)
	+ve Lower Super Output Area
	-ve West Midlands
	* Dept of Energy & Climate Change
	TBC Redditch School Sports Partnership
	(PS)
	LSOA
	WM
	DECC
	RSSP



Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2009/10	Benchmark (where applicable)	2008/09	2009/10	
Total tonnage of CO2 emissions from Local Authority operations	NI 185 (a)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	3,637	TBC	Note: there are data quality problems with the fleet information. Awaiting guidance from DECC on future methodology of calculating this indicator (suspect it will remain).
CO2 reduction from Local Authority operations previous 12 months (April - March)	NI 185 (b)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	NA	TBC	There has been a 6% reduction in CO2 emissions, exceeding the target.
Per capita reduction in CO2 emissions in the LA area	NI 186	Annual	Annual	NA	3% reduction	8.1	#	#	2005 (baseline) - 6.3 tonnes/capita; 2006 - 6.4 tonnes/capita; 2007 - 6.2 tonnes/capita and 2008 - 6.1 tonnes/capita
Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)	NI 188	Annual	Annual	NA	2	1	0	1	No longer required to report on this indicator, so we will remain at Level 1.
Air quality - total NOx and PM10 emitted through local authority estate and operations	NI 194(a)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	8,787	TBC	Note: there are data quality problems with the fleet information. Awaiting guidance from DECC on future methodology of calculating this indicator (suspect it will remain).
Air quality - % reduction in NOx and PM10 emitted through local authority's estate and operations for previous 12 months (April - March)	NI 194(b)	Annual	Annual	NA	4% reduction on 08/09 baseline	NA	NA	TBC	There has been a 6% reduction in CO2 emissions, exceeding the target.
Percentage who people who agree that the Council provides value for money	WMO 018	36.00%	40.00%	☺	+ve	NA	35.0%	35.6% (PS)	Data from Worcestershire Viewpoint Survey undertaken in November 2010. There is an increase in the percentage of people who agree that the Council provides value for money.
Percentage of people who are satisfied with the way the Council runs things	WMO 019	48.00%	45.00%	☹	+ve	NA	43.0%	47.3% (PS)	Data from Worcestershire Viewpoint Survey undertaken in November 2010. There is a small decrease in the percentage of people who are satisfied with the way the Council runs things.

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Worsening performance compared to same period last year	☹ Negative Trend -ve West Midlands WM
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Not applicable for this indicator/period	NA Place Survey (PS)

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 31 Dec 2009	1 April 2010 31 Dec 2010	Direction of Travel	Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
Number of households living in temporary accommodation	NI 156	4	9	☹	15	0	10	7	Although higher than previous quarter, still well within target set of 15. Due to the financial climate more people are approaching the council claiming homelessness therefore this will impact on the number the council has to provide temporary accommodation to under the homelessness legislation.
Processing of major planning applications determined within 13 weeks	NI 157(a)	100.00%	80.00%	☹	97%	100%	93.75%	100%	Although we are currently below target this year so far only 2 major applications have been determined out of time, with one of these been within this quarter.
Processing of minor planning applications determined within 8 weeks	NI 157(b)	95.45%	100.00%	☺	93%	100%	90.41%	95.24%	All applications determined within the 8 weeks for 3rd quarter in a row
Processing of other planning applications determined within 8 weeks	NI 157(c)	98.51%	95.49%	☹	96%	100%	97.63%	98.16%	Although we are slightly below our target for this year, this last quarter all applications were determined within the 8 weeks (October to December) so performance is improving.
New business registration rate (per 10,000 population)	NI 171	Annual	Annual	NA	4 more than WM rate	68.8	50.9	51.4	Annual indicator
% of small businesses in an area showing employment growth	NI 172	Annual	Annual	NA	2% points above WM rate	15.90%	15.90%	#	Annual indicator
Average time taken to relet local authority housing (days)	BV 212	24.01	18.36	NA	24 days	NA	27.46	NA	Performance is well within our target; this continues to be down to teams working together. Where properties have taken longer to turn around this is normally due the installation of new bathrooms / kitchens or properties being left in a very bad state of repair.
Business events per annum	EC 004	NA	Annual	NA	2	NA	NA	NA	Annual indicator
Number of vacant units in Town Centre	EC 016	NA	Annual	NA	TBC	NA	NA	NA	Annual indicator

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No change in performance compared to same period last year	☹	Data is provisional
No data available for the period	#	To be confirmed
Not applicable for this indicator/period	NA	Place Survey
	+ve	Lower Super Output Area
	-ve	West Midlands
	*	Dept of Energy & Climate Change
	TBC	Redditch School Sports Partnership
	(PS)	
	LSOA	
	WM	
	DECC	
	RSSP	





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**BENEFITS IMPROVEMENT PLAN – QUARTERLY MONITORING  
OCTOBER – DECEMBER 2010**

Relevant Portfolio Holder	Councillor Michael Braley, Corporate Management
Relevant Head of Service	Teresa Kristunas, Head of Finance & Resources
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

To advise Members on the performance of the Benefits Service during the third quarter and to provide an update on progress against the Benefits Service Improvement Plan.

**2. RECOMMENDATIONS**

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

**3. BACKGROUND**

3.1 The Benefits Service Improvement Plan was developed in response to the Audit Commission Inspection in February 2009.

3.2 An improvement plan was implemented and the service was re-inspected in October 2010 with the Audit Commission reporting in January 2011 that the service was “Good” with “Promising prospects of improvement”.

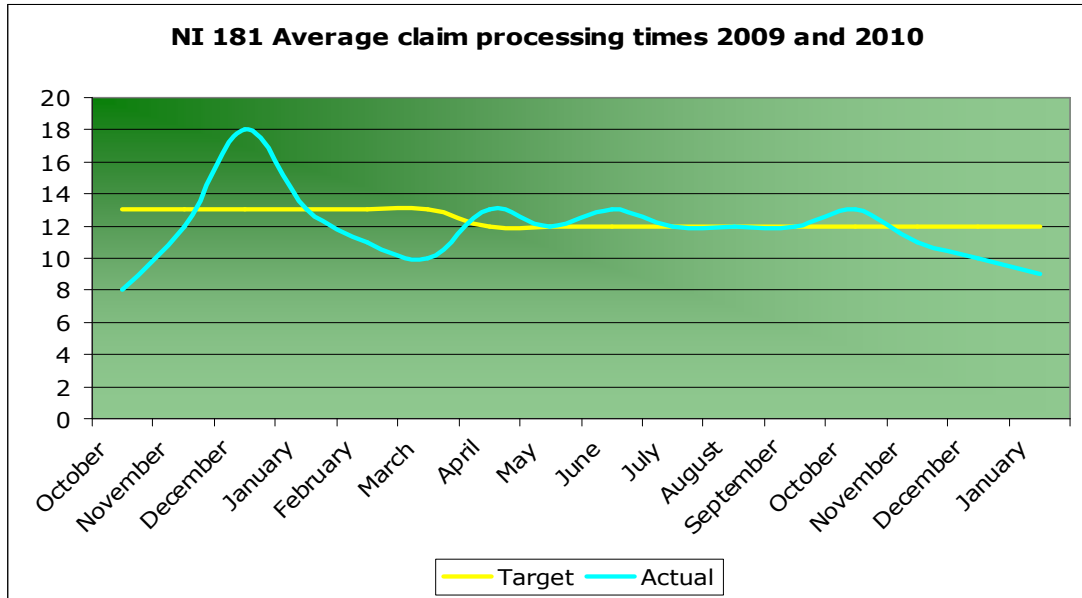
**4. KEY ISSUES**

**4.1 Claims Performance**

There is currently one National Indicator for the Benefits Service, NI181, which measures the average time taken to process new claims and change events for Housing Benefit and/or Council Tax Benefit claims. The service target is for claims, on average, to be decided within 12 calendar days. This target was met for this quarter with new claims taking on average 20 days to process and change events taking 11 days on average.

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- 4.2 The following table gives some context to these figures. The most recent national data available is the average for the second quarter of 2010/11 and as can be seen new claims are being processed considerably faster than the national average while change events are a day behind the national average.

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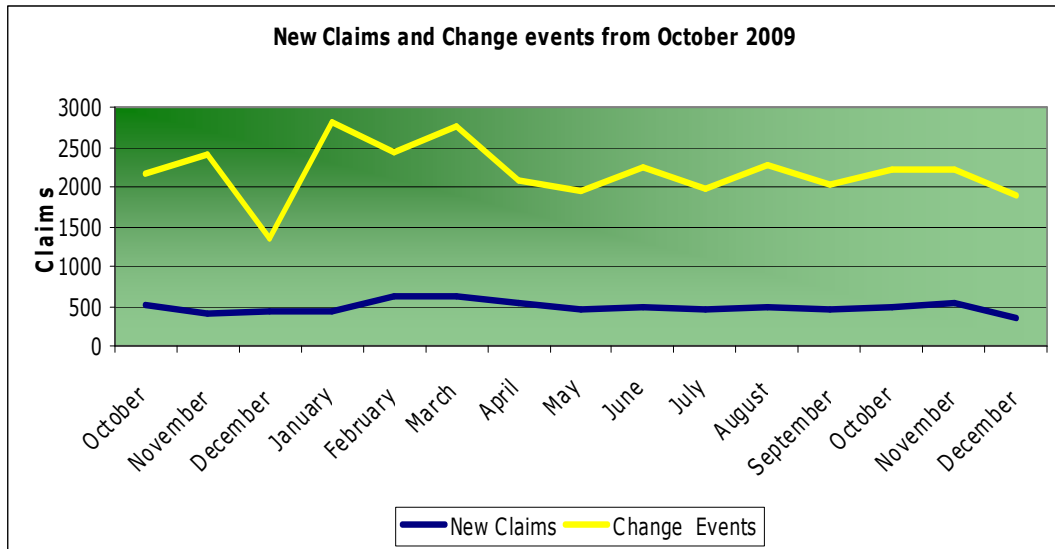
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	Total	New Claims	Change of circumstances
<b>Great Britain</b>	<b>13</b>	<b>22</b>	<b>11</b>
Bromsgrove	8	15	6
Malvern Hills	17	31	13
<b>Redditch</b>	<b>13</b>	<b>17</b>	<b>12</b>
Worcester	17	31	13
Wychavon	18	36	13
Wyre Forest	14	24	11
Cannock Chase	14	14	14
East Staffordshire	13	22	11
Lichfield	14	29	12
Newcastle-under-Lyme	12	19	10
South Staffordshire	9	20	6
Stafford	10	22	6
Staffordshire Moorlands	13	15	11
Tamworth	14	19	12
North Warwickshire	9	21	6
Nuneaton and Bedworth	18	16	19
Rugby	11	24	9
Stratford-on-Avon	19	22	18
Warwick	10	12	9
Cheltenham	5	16	3
Cotswold	9	14	8
Forest of Dean	8	12	7
Gloucester	15	21	14
Stroud	10	14	10
Tewkesbury	14	24	12

- 4.3 There was a reduction in the number of claim forms received in the quarter with 926 being received compared with 1146 in the previous quarter. The caseload remained virtually static at 8129. A total of 6334 change events were worked on in the quarter compared to 6202 in the previous quarter. 1385 new claims were decided compared to 1387.

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**4.4 Income Maximisation**

The Income Maximisation Officers have continued with their implementation of the Take-Up strategy and have been in a series of meetings with partner and voluntary organisations to jointly promote welfare benefits and reduce fuel poverty. New initiatives which commenced this quarter have been a drop in service at the library and at Orchard Place advising on benefits. During the quarter they have helped local people receive an extra £810.32 per week in additional benefits. This was made up of 7 new awards for Disability Living Allowance or Attendance Allowance, 5 claims for other benefits and 11 new Pension Credit claims. This will mean an extra income of more than £42,000 for local people if these new awards remain in payment for a year.

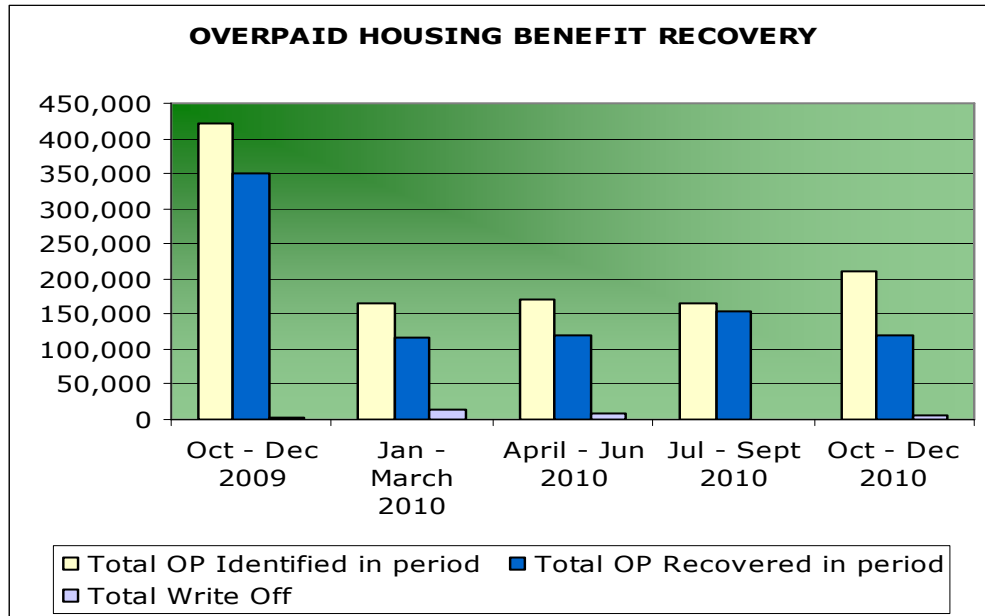
A report last year advised that more than 80% of Benefit income is spent locally.

**4.5 Overpayment recovery**

The amount of outstanding overpaid Housing Benefit at the beginning of the quarter was £1,158,055, a £48,216 reduction from the start of the previous quarter. New overpayments totalling £211,364 were identified in the period. £120,891 was recovered in the quarter, £83,020 recovered from ongoing Housing Benefit and £37,871 was recovered by payments towards invoices.

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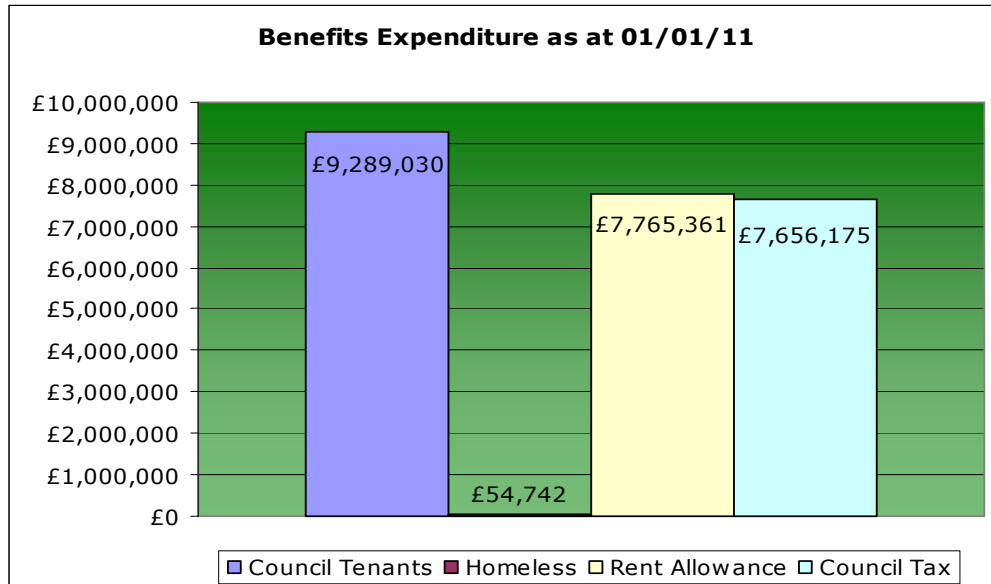
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- 4.6 The service also monitors that the level of overpayments caused by Local Authority error remains below the threshold so 100% subsidy grant is received from the Department of Work and Pensions. Only £40,114 or 0.17% of qualifying expenditure has been coded as Local Authority error.
- 4.7 Local Authorities receive a grant to cover all overpayments attributed to Local Authority delay or error as long as the total does not exceed 0.48% of qualifying expenditure (qualifying expenditure in this case being expenditure which attracts 100% subsidy).
- 4.8 Total expenditure on Benefit payments at the end of the quarter was £24,765,308. Expenditure for the same period last year was £23,532,378.

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**4.9 Appeals**

The number of requests asking the service to revise their decision has been reduced and an improved explanation of the appeal process has also led to a decrease in the number of formal appeals received. During the quarter 15 new appeals were received and all of them received a response within 15 working days – although they may still have to wait for a tribunal. All but one of the service's decisions has been upheld by the tribunal service.

**4.10. Accuracy**

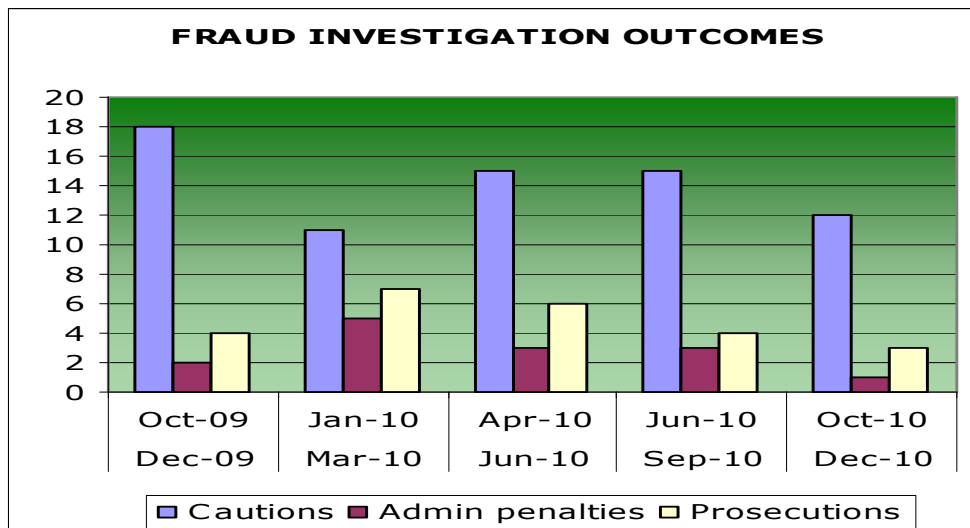
A system generated 4% sample of work processed is undertaken to help ensure that the correct decision is being made. A total of 149 claims were checked in the quarter and 100% were found to be accurate. The check requires another Officer to verify that the claim has been set up correctly. During the quarter 338 further quality checks were undertaken by home visits with 73% of claims remaining unchanged, 18% had a decrease in benefit and 10% an increase in benefit.

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## 4.11 Counter Fraud work

In the quarter, 299 cases, where fraud was suspected were referred to the Investigations Team, resulting in 12 Cautions, 1 Administration penalty and 3 cases successfully prosecuted. Of the 299 referrals, 113 were not taken any further, as they were not suitable for further action but the claims were corrected. A further 39 cases were referred to either the Department of Work and Pensions or another official body and 12 cases were internally reviewed to check that the correct level of Benefit was awarded. 114 cases had fraud established and interviews arranged or letters sent advising that an offence had been committed.



## 4.12 Improvement Plan

In February 2009 the Audit Commission inspected the Benefits Service and rated it as a "Poor Service" with "uncertain prospects of improving". Four major recommendations were made and an improvement plan drafted in preparation for a re-inspection by the Audit Commission. This re-inspection took place in October 2010 and the report was published in January 2011. The Benefits Service is now rated as providing a "Good Service" with "promising prospects for improvement".

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- 4.13 The Inspectors found that customer access to the Service is good, that most customers telephoning the Service have their calls answered quickly and that customer surveys show a good level of satisfaction with the telephone service. Forms and leaflets are clear and provide information that is easy to understand. The Council's website has been redesigned and provides ease of access for customers, including an online benefit calculator and application form.
- 4.14 The Service was also praised for how it works with partners. It was found to actively seek and encourage partners, such as registered social housing providers, private landlords, Jobcentre Plus, Housing Services, Citizens Advice Bureau (CAB), Age UK, and DIAL to help deliver the benefit take-up strategy and improve overall access to the Service. Customers were surveyed and asked for their views of the Service. The Audit Commission acknowledged that the Service's strategy of working with local communities was delivering good results, and that there was more to come.
- 4.15 The Inspectors identified that sustainable improvements had been made in new claim turn-around times, that value for money had improved, customer satisfaction and overall service performance was good and that the proportion of benefit overpaid was reducing and recovery getting better.
- 4.16 The Audit Commission made four recommendations to improve the service further.

**Ensure that the design of the Service meets users needs by:**  
using demographic data more extensively to inform service access options and benefit take-up initiatives; and

using partners and the Third Sector to improve engagement with customers and obtain customers views.

**Improve customer access by:**  
reducing waiting times for customers at One-Stop-Shops through better analysis of the service received and by improving control over the flow of customers;

improving the speed in which changes reported by customers are dealt with; and

reducing the time taken to deal with appeals.



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**Improve the service delivered to customers by:**

being clear about what service standards customers can expect;

involving customers and partners in setting the standards; and

consistently and effectively reporting performance against those standards to customers and partners.

**Ensure that the plans for transformation have a focus on the 'soft side of change' and the Business Case for Shared Services is clear by:**

ensuring that sufficient focus and pre planning is put into managing the impact and reactions of staff who are not directly involved in the review process;

identifying and taking appropriate actions to prevent the diminution of customer service during the review;

increasing the frequency of performance reporting during the review;

clarifying how the Council will balance changes required to customer services through individual service reviews versus taking a corporate approach to the whole service; and

ensuring that any agreement for shared service is clear on apportionment of costs, how it will deal with potential different political priorities and performance requirements.

4.17 An action plan to address these recommendations is being prepared.

**5. FINANCIAL IMPLICATIONS**

There are no specific financial implications.

**6. LEGAL IMPLICATIONS**

There are no specific legal implications.

**7. POLICY IMPLICATIONS**

There are no specific policy implications.

**8. COUNCIL OBJECTIVES**

Enterprising Community  
Safe  
Well Managed Organisation

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

Without adequate performance monitoring arrangements there is a risk that improvements in the Benefits Service will not be achieved and that additional costs are incurred. In addition, without effective recovery procedures for overallowed Housing Benefit the Council will forego the ability to pursue debt recovery procedures with a consequential loss of income to the Council.

**10. CUSTOMER IMPLICATIONS**

None specific.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

None Specific.

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

None Specific.

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

None Specific.

**14. HUMAN RESOURCES IMPLICATIONS**

None Specific.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None specific.

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

None specific.

**17. HEALTH INEQUALITIES IMPLICATIONS**

None specific.

**18. LESSONS LEARNT**

The Performance Development Team are a useful source of learning for the Benefits Service.

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**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None Specific.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Deputy Chief Executive/Executive Director – Leisure, Environment and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	N/A

**21. WARDS AFFECTED**

No Specific Ward Relevance.

**22. APPENDICES**

None.

**23. BACKGROUND PAPERS**

Audit Commission re-inspection report.

**24. KEY**

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**AUTHOR OF REPORT**

Name: Teresa Kristunas  
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Tel: Ext: 3295

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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**QUARTERLY MONITORING OF COMPLAINTS: OCTOBER TO DECEMBER  
2010 (3<sup>rd</sup> Quarter)**

Relevant Portfolio Holder	Cllr Michael Braley, Corporate Management
Relevant Head of Service	Amanda de Warr, Head of Customer Services
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

- 1.1 This report provides a view on aspects of the Council's Formal Complaints Procedure. It shows the numbers of complaints at each Stage (Formal, Complaint Appeal and Ombudsman) whether they were responded to on target and what has been learnt/service improvements that have been made.
- 1.2 The report also shows the compliments recorded during the same period and details the Ombudsman Enquiry response times and outcomes.
- 1.3 This report provides Members with an opportunity to review the Council's performance for Quarter 3 of the 2010/11 financial year.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**the update on complaints and compliments for the period October - December 2010 be noted.**

**3. BACKGROUND**

- 3.1 The Council's Formal Complaints Procedure has the following stages:

<b>Stage 1</b> Formal Complaint	Relevant Director/Head of Service for that service areas responds. Target for response 10 working days.
<b>Stage 2</b> Complaint Appeal	Chief Executive investigates and responds. Target for response 10 working days.
<b>Stage 3</b> Member Complaint Appeal	Panel of Members consider complaint. Committee Services respond on Panel's behalf. No target set for response time.
<b>Ombudsman</b>	Chief Executive investigates and responds. Target of 28 working days (set by Ombudsman)

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- 3.2 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

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

- 4.1 The report sets out the statistical details of Formal Complaints, Complaint Appeals, Member Complaint Appeals and Ombudsman Enquiries.
- 4.2 This will enable a baseline to be set for further reporting and monitoring. Member involvement in monitoring performance for the remainder of the 2010/11 reporting year will involve:

<b>Quarter</b>	<b>Period</b>	<b>Member Group</b>	<b>Purpose of reporting</b>
<b>4</b>	Jan – Mar	May Executive Committee / Overview and Scrutiny Committee	Receive annual outturn statistics and to recommend any improvements to services

- 4.3 95% of Stage 1 complaints were responded to within the 10 day target compared to 92% in the same quarter last year 75% for the whole of 2009-10.
- 4.4 50% of Stage 2 complaints were responded to within the 10 day target compared to 86% in the same quarter last year and 74% for the whole of 2009-10. The response time in Quarter 3 is worse due to the fact there were only two Stage Complaints and one (Housing Options) was late as officers took longer to investigate than expected. A holding letter was sent to the complainant.
- 4.5 The Audit Commission monitors the Ombudsman Response times and these are used in Audit Commission reports/reviews including Direction of Travel and Service Reviews.
- 4.6 There were two Ombudsman enquiries/complaints during the 3<sup>rd</sup> quarter of 2010-11, with the average response time to date standing at 20.25 days. This is in comparison to the average response time for the whole of 2009-2010 of 23.8 days.

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4.7 The Ombudsman Response times for previous years are as follows:

<b>Year</b>	<b>Number of Enquiries</b>	<b>RBC average days</b>
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days
09/10	6	25 days

**5. FINANCIAL IMPLICATIONS**

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

**6. LEGAL IMPLICATIONS**

No particular legal issues arising from this report – any legal issues arising from complaints or compliments are dealt with on a case by case basis.

**7. POLICY IMPLICATIONS**

No particular issues arising from this report – any policy issues arising from complaints or compliments are dealt with on a case by case basis.

**8. COUNCIL OBJECTIVES**

Well Managed Organisation

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

Without analysing the Council's complaints or compliments the Council cannot identify whether there are any patterns to complaints / compliments which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer.

**10. CUSTOMER IMPLICATIONS**

Without analysing the Council's complaints or compliments the Council cannot identify whether there are any patterns to complaints / compliments which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer.

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11. **EQUALITIES AND DIVERSITY IMPLICATIONS**

None Specific.

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

None Specific.

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

None Specific.

14. **HUMAN RESOURCES IMPLICATIONS**

None Specific.

15. **GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None Specific.

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

None Specific.

17. **HEALTH INEQUALITIES IMPLICATIONS**

None Specific.

18. **LESSONS LEARNT**

See Appendices One and Four.

19. **COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None Specific.



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**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	No
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Deputy Chief Executive/Executive Director – Leisure, Environment and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	Yes

**21. WARDS AFFECTED**

All Wards

**22. APPENDICES**

Appendix One: Monitoring data 3rd Quarter (October-December 2010)

Appendix Two: Quarterly Complaints Statistics

Appendix Three: Quarterly Compliments Statistics

Appendix Four: What has been learnt and Service Improvements

**REDDITCH BOROUGH COUNCIL**

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**23. BACKGROUND PAPERS**

The details to support the information provided within this report are held by Chief Executive/Directors/Personal Assistants.

**24. KEY**

None

**AUTHOR OF REPORT**

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**COMPLAINTS MONITORING****October-Dec 2010-2011 (3rd Quarter)****Formal Complaints (Stage 1)**

	Number of complaints	Target met (response within 10 working days)	Complaint Justified	Complaint Partly Justified	Complaint Not Justified
1 <sup>st</sup> Quarter	14	11 (79%)	5	1	8
2 <sup>nd</sup> Quarter	26	20 (77%)	6	5	15
3 <sup>rd</sup> Quarter	18	17 (95%)	3	4	11

**Of the 18 Stage One complaints, details of the seven that were Justified or Partly Justified:**

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Repairs & Maintenance	Request for lock for communal gate, which had been requested previously.	Justified	From job ticket, it was presumed that the job had been completed 8 months before. As no complaints received and job not post inspected (25-30% of jobs are inspected) we were unaware until the tenant raised the issue. New lock to be fitted.	None required.
Parking	Problems parking in Pine Tree Close and drive being blocked, nowhere to put bins on collection day. Query if grassed area can be converted to parking area to relieve situation.	Partly Justified	Issue of 'illegal' parking will be passed to the Police for assessment and action as necessary. The additional parking will be considered by the Improved Parking Group.	Not applicable.

Benefits	Length of time taken for decision to be made about Council Tax Benefit Claim.	Partly Justified	Decision made regarding partnership and letter advising this to be sent. Claim has been held pending decision on the 'living together' decision. DWP will not include Benefits in decision making process and will not share any data other than the decision (because the other partner works for DWP) and likely to be a one off situation.	Not applicable.
Parking	Seeking Council help to stop people parking in his disabled parking space outside his home. Has written to Council on numerous occasions since 2006 without a response.	Partly (in terms of nil response).	Advised complainant that no enforcement action can be taken to prevent Disabled Spaces being used by others.	Apology, and explained that as non response of letter related to 5 years ago difficult to trace reason why.
Benefits	Delay in benefit payment to Landlord.	Partly justified	One payment of HB paid into ex partner's account after resident had requested payments to be made to his parents account on his behalf.	One off situation, however, staff has been reminded to check payment details.
Contact Centre	Waiting times for Customer Services to answer phones.	Justified	Ongoing review of waiting times and action plan in place to improve.	Increase resources on phones by recruitment of additional member of staff plus changes to working practices.

Council Tax	Had to make contact 4 times to advise that live alone. Also told to attend Batchley office to make complaint which is incorrect.	Justified	Further investigation will take place into the use of bar codes to automate the document return facility in IBS.	Improvement to be implemented prior to 2011 review - Sept 2011.
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### **Complaints Appeals (Stage 2)**

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 <sup>st</sup> Quarter	4	3 (75%)	2 (Stage 1 response had classed as complaint as justified – so agreeing that was still the case ie not overturning previous decision).
2 <sup>nd</sup> Quarter	10	9 (90%)	2 (Stage 1 response classed as Justified/Partly Justified – so agreeing that was still the case ie not overturning previous decision).
3 <sup>rd</sup> Quarter	2	1 (50%)	1 – partly (Stage 1 response classed as Partly Justified – so agreeing that was still the case ie not overturning previous decision).

### **Member Complaint Appeals (Stage 3)**

	Number	Dismissed Cases
1 <sup>st</sup> Quarter	1	1
2 <sup>nd</sup> Quarter	2	2
3 <sup>rd</sup> Quarter	1	Panel not yet met.

**COMPLAINTS MONITORING : October-December 2010 (3rd Quarter)****OMBUDSMAN MONITORING – 2010/11 Response times & Outcomes**

Complaint (service)	Quarter Received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time - to date	Outcome
Housing	2 <sup>nd</sup>	120710	<b>060810</b>	<b>20 07 10</b>	<b>11 days</b>	11 days	No Maladministration – case closed.
Property/ WETT	2 <sup>nd</sup>	100910	<b>011010</b>	<b>14 10 10</b>	<b>35 days</b>	23 days	Local Settlement – pay £50 per couple (time and trouble) and offer to cover cost of further planning application (£350 approx).
Environmental Services	3 <sup>rd</sup>	051110	<b>291110</b>	<b>101110</b>	<b>5 days</b>	17 days	Case Closed – awaiting formal response.
Housing – Communal Cleaning	3 <sup>rd</sup>	151210	<b>281210</b>	<b>14 01 11</b>	<b>30 days</b>	20.25 days	Not yet received reply from LGO.

Year	Number of Enquiries	RBC average days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days
09/10	6	23.8 days

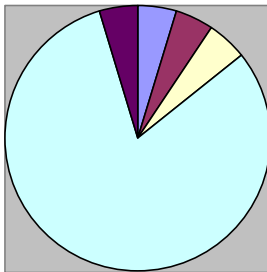
2009/10 STATS FOR DISTRICT COUNCILS		
Less than 28 days	29-35 days	36 days or more
61%	22%	17%

# Redditch Borough Council Quarterly Compliment Statistics



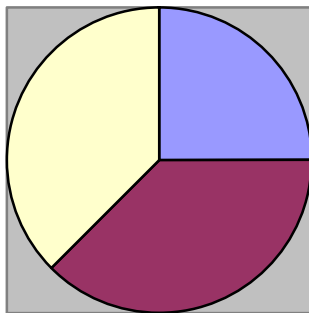
**Oct-Dec 2010**  
There were a total of 39 compliments in the last quarter

**PLANNING & REGENERATION,  
REGULATORY & HOUSING DIRECTORATE**



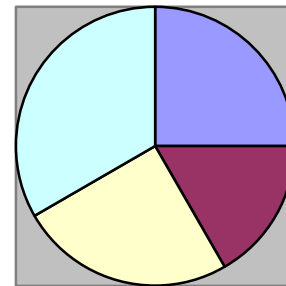
- Capital(1)
- Aids&Adaptions(1)
- Tenancy(1)
- Planning(1)
- Repairs&Maintenance(17)

**FINANCE & RESOURCES DIRECTORATE**



- Benefits(2)
- Committee Services(1)
- Customer Services(3)

**LEISURE, ENVIRONMENT & COMMUNITY  
DIRECTORATE**



- Palace Theatre (3)
- Cleansing(2)
- Landscape(3)
- WasteCollection(4)

**POLICY, PERFORMANCE AND PARTNERSHIPS  
DIRECTORATE**

None

**What did you compliment?**

The majority of compliments related to Repairs & Maintenance



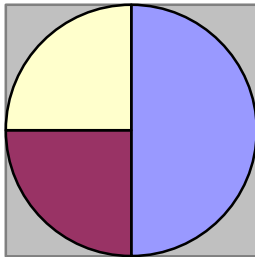


# Redditch Borough Council Quarterly Complaints Statistics

## October - December 2010

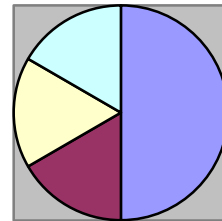
There were a total of 18 complaints in the last quarter

### LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



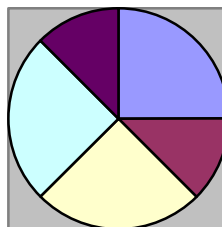
■ Parking Issues(2) ■ Waste Collection(1)  
 □ Landscaping(1)

### FINANCE & RESOURCES DIRECTORATE



■ Benefits(3) ■ Council Tax(1)  
 ■ OSS(1) ■ Contact Centre(1)

### PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



■ Housing Options(2) ■ Planning(1)  
 ■ R&M(2) ■ Rents(2)  
 ■ Tenancy(1)

#### What did you complain about?

A small number across a range of services.

#### What did we do about this?

We addressed each case individually, and tightened up our procedures. We have reviewed/improved services where possible.



# Redditch Borough Council Quarterly Complaints Statistics



**October - December 2010**

## What we Learnt and Service Improvement

<b>Issue</b>	<b>Action Taken/Improvement</b>
Contact Centre Waiting Times.	Increase resources on phones by recruitment of additional member of staff plus changes to working practices.





# Overview and Scrutiny Committee

19th January 2011

## MINUTES

### Present:

Councillor Diane Thomas (Chair), Councillor Anita Clayton (Vice-Chair) and Councillors Peter Anderson, Bill Hartnett, Roger Hill, Robin King, Brenda Quinney, Mark Shurmer and Graham Vickery.

### Also Present:

Councillors Mike Braley and Andrew Brazier  
M Collins (Vice Chair of the Standard Committee)

### Officers:

J Godwin, C John, P Liddington, J Pickering and D Wheeler

### Overview and Scrutiny Officers:

J Bayley and M Craggs

### 163. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received on behalf of Councillor William Norton. Councillor Roger Hill was named as his substitute.

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

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

### 165. MINUTES

#### RESOLVED that

The minutes of the meeting of the Committee held on 8th December 2010 be confirmed as a correct record and signed by the Chair.

### 166. ACTIONS LIST

Members considered the latest version of the Committee's Actions List. Officers advised Members that all the actions had either already been completed or were due to be completed during the course of the meeting.

.....  
Chair

# Overview and Scrutiny Committee

19th January 2011

In particular, Members heard that the Chair had approved a draft letter to Ms Trish Haines, Chief Executive, Worcestershire County Council, outlining the Committee's concerns with the Joint Worcestershire Hub Review.

**RESOLVED that**

**the Committee's Actions List be noted.**

**167. CALL-IN AND SCRUTINY OF THE FORWARD PLAN**

Members were advised that nine of the Committee's recommendations within the External Refurbishment of Housing Stock Report had been approved by the Executive Committee on 12th January 2011. The Chair of the Review, Councillor Graham Vickery, commented that the outcome of the meeting was very positive. The Executive recommended that certain sections of the report required further work, including consulting with Council tenants and owner occupiers in Ombersley Close and Rushock Close over the proposed repainting of their property façades. The outcome of this work would be reported for Members' consideration at a meeting of the Overview and Scrutiny Committee in due course.

Members reviewed the contents of the Forward Plan and considered whether any items were suitable for scrutiny

**RESOLVED that**

- 1) **a report on the Private Sector Home Support Service be received at either Committee meeting of 9th February or 23rd March 2011 for post scrutiny;**
- 2) **the Redditch Council Plan 2011-14 be received at the Committee meeting on 23rd March 2011 for pre-scrutiny; and**
- 3) **the Executive Committee decision notes for 12th January 2011 be noted.**

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

There were no draft scoping documents for consideration.

**169. TASK AND FINISH GROUPS - PROGRESS REPORTS**

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

# Overview and Scrutiny Committee

19th January 2011

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a) Promoting Redditch

Councillor Graham Vickery, Chair of the Promoting Redditch Task and Finish Group, informed the Committee that the Group was in the process of assessing other local authorities that represented areas that shared similarities with Redditch and had taken action to improve their town's image: Sunderland; Nuneaton; Telford; and Chorley. The Group was due to interview a representative from the Herefordshire and Worcestershire Chamber of Commerce to discuss the potential to promote Redditch to businesses at its next meeting on 25th January 2011.

b) Work Experience Opportunities

Councillor Peter Anderson, Chair of the Work Experience Opportunities Task and Finish Group, informed the Committee that Councillor Andrew Brazier had very recently replaced Councillor William Norton on the Group as a Conservative Group representative. Councillor Norton had resigned from the Group due to personal commitments.

The Committee heard that the Group had met with another representative from the Redditch Connexions Office to discuss the importance of work experience to local young people, especially those who were neither in education, employment, or training. The interview had reinforced the view held by the Group that the work of the Education Business Partnership (EBP) was integral to the future success of the Work Experience Scheme both within Redditch and County wide. The Group had therefore agreed to write a letter to Councillor Elizabeth Eyre, County Cabinet Member with Responsibility for Children and Young People (12-19 years) to advocate the work of the EBP and to seek reassurance regarding its future function.

**RESOLVED that****the update reports be noted.****170. CIVIL PARKING ENFORCEMENT**

Members received a verbal summary of the report which provided an annual update on the Civil Parking Enforcement service.

Officers explained that the service was operating successfully overall. In particular, Officers reiterated the statement from the

# Overview and Scrutiny Committee

19th January 2011

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previous year's report that the service represented an excellent example of a successful partnership arrangement between neighbouring local authorities. Officers also reported that the public had become accustomed to parking their vehicles in compliance with the Traffic Regulation Orders (TROs). Officers also referred Members to the actions that been taken to deal with the issues of concern highlighted by the Committee when the annual update was last received at a meeting on 24th February 2010.

Officers explained that the service was self-sufficient in terms of operating costs and reported that a small surplus had been achieved in 2009/10. However, it was emphasised that the scheme was in operation to improve the lives of local residents rather than to be profit-making. Officers also reported that the Civil Enforcement Officers (CEOs) were extremely responsive to increased patrol demand, for example by focusing on taxi areas late at night.

Members expressed concern that certain pay and display machines, especially within the town centre, were too complex which led to people attempting to avoid parking charges as a result. Furthermore, it was suggested that some parked cars had dangerously obstructed roads during the inclement weather. Officers undertook to note these concerns, but indicated that any obstruction on the Public Highway was a matter that could only be dealt with by the Police.

Members concluded by praising the excellent work of Officers involved.

## **RESOLVED that**

**the report be noted.**

### **171. BUDGET BIDS 2011/12 UPDATE**

Officers delivered a presentation and report on the Council's Medium Term Financial Plan 2011-14 to enable Members to review the current position and recommend changes on the draft budget proposals.

Members were informed that only those revenue and capital bids that had been classified as a 'high' priority had been included within the Medium Term Financial Plan. This had been necessitated by the requirement to cover the Council's medium term shortfall resulting from the two year provisional grant settlement from Government that was significantly greater than previously estimated.



# Overview and Scrutiny Committee

19th January 2011

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Other immediate means to cover the shortfall had been identified. This included the undertaking of a full detailed review of all unavoidable pressures and proposals for income generation, and also an extensive line by line analysis of all expenditure and income which would deliver savings that would have no detrimental impact on service delivery. A number of options for change had also been proposed, including staff terms and conditions of service; and also a reduction in the scrutiny budget.

Officers informed Members that the limiting of the Council Tax rise in 2011/12 to 0% would be off-set by a 2.5 per cent Government grant for 2011/12. This would cover the difference of the original assumption. This followed Government's assumption that there would be no Council Tax rises during this period, although it was explained to Members that the Council was not strictly prohibited from doing so.

Members suggested that it might be more appropriate for the Council to focus on achieving a gross rather than net minimum approved level of general fund balances. This had followed concern that the Council might underestimate the final balance by focusing on the net figure.

The Committee also argued that the principal focus of the budget bids should be on serving the immediate need of the public. It was suggested that bids that would enable the Council to deliver services that supported the public should be prioritised over those that promised either longer-term benefits or benefits that would not be directly accrued by the public.

Members heard that the capital bid for the installation of Solar PV panels on suitable Council buildings had been re-classified from a medium to a high bid. Officers expected that the cost of installation would be off-set by the Government's commitment to reward green measures introduced by local authorities. Members requested further information on the efficiency of the Solar Panel that had been installed at the Countryside Centre in 2005/6 on the basis that this would help to inform a decision regarding the Solar Panel capital bid (£48,000).

Members commented that they often encountered difficulties when attempting to use the Council's IT system. In part, this was due to a need for the Council to comply with Government protocol concerning IT usage at local authorities. Officers agreed to provide further information with regards to this matter.

# Overview and Scrutiny Committee

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The Committee also requested further information on a number of proposed bids, including: fleet replacement, in particular regarding mileage and age of the current fleet (Capital bid - £471,000); the costs and risks involved with not pursuing the revenue bid regarding security for PCs (£6,000); the breakdown of the revenue bid for organisational development (£50,000); and flood alleviation measures at Batchley Brook and the potential for Persimmon Homes to contribute to costs.

In relation to the organisational development bid to members commented that in previous years expenditure on training had been less than anticipated because many members of staff had not utilised the opportunity. In order to monitor this situation Officers agreed to provide information about the take-up of staff training and the costs involved within the quarterly budget monitoring reports.

Some Members expressed the view that the proposed funding of the Grants Officer post would help reflect the Council's continued commitment to supporting the voluntary sector. It was suggested that allocating further resources to supporting the voluntary sector would help enable voluntary sector organisations to become more self-sufficient and less reliant on the Council for support, thereby helping the Council to realise long term cost benefits as a consequence. However, it was conversely argued that the Council should prioritise short term benefits, including boosting employment rather than the Grants Officer post.

**RESOLVED that:**

- 1) **Officers provide the information requested for consideration at the following meeting of the Committee;**
- 2) **subject to receipt of this additional information the Committee reconsider the budget bids item at the following meeting of the Committee; and**
- 3) **the report be noted.**

**172. NATIONAL ANGLING MUSEUM TASK AND FINISH GROUP - UPDATE ON ACTIONS**

Members received a verbal summary of a report monitoring the outcome of actions taken in response to the work of the National Angling Museum Task and Finish Group.

In particular, Members were referred to the three actions within the report that Officers had committed to undertake to help Councillors assess the feasibility of setting up a National Angling Museum. The

# Overview and Scrutiny Committee

19th January 2011

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actions included: arranging for a temporary fishing tackle exhibition to take place at Forge Mill Needle Museum; hosting an angling competition at the Arrow Valley Lake; and discussing the feasibility of securing funding to establishment a Museum in Redditch with the Regional Manager for the Heritage Lottery Fund.

A total of 216 visitors had attended the temporary fishing tackle exhibition at Forge Mill Needle Museum, which took place in October – November 2010. This was comparatively low to other exhibitions, despite the considerable resources that had been allocated. Members were informed that the planned angling competition at Arrow Valley Lake had not taken place at the same time as the exhibition, as originally requested, mainly because fish were semi-hibernating during the autumn months and it was not a suitable time to participate in fishing activities. Furthermore, due to changes in the Senior Management Team it was not known whether the discussion with the Regional Manager for the Heritage Lottery Fund took place. However, the estimated costs involved in extending Forge Mill Needle Museum in 2006 for a separate project had been between £500,000 - £1million and it was unlikely that developing the site to accommodate a National Angling Museum could be delivered under this budget.

The Chair expressed the view that proceeding with the establishment of a museum that appeared to attract very little public interest would represent a potential waste of a significant portion of the Council's limited resources and asserted that available resources should instead be directed towards upgrading the Borough's existing visitor attractions, including the Palace Theatre. Moreover, it was felt that the establishment of a National Angling Museum within the Borough did not appear to be commercially viable and would therefore be an inappropriate use of the Council's resources.

However, some Members cautioned that the Committee was not in a suitable position to consider the report as not all of the earlier agreed actions had been carried out, regardless of whether it was inappropriate to proceed with the scheme. Moreover, monitoring the outcome of action agreed in response to a policy review formed an important Overview and Scrutiny function and consideration of the report remained a valid exercise.

**RESOLVED that:**

- 1) no further action be taken to establish a National Angling Museum in Redditch; and**
- 2) the report be noted**

# Overview and Scrutiny Committee

19th January 2011

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## **173. JOINT WORCESTERSHIRE SCRUTINY FRAMEWORK**

Having received the Joint Worcestershire Scrutiny Framework for consideration, Members reiterated their dissatisfaction with the Joint Worcestershire Hub Scrutiny Report.

Concerns were also expressed about the content of the draft framework which had been developed by the Worcestershire Joint Chairs and Vice Chairs Scrutiny Network. It was suggested that the framework needed to be simplified, though how this should be achieved was considered to require further consideration.

### **RESOLVED that:**

the Joint Worcestershire Scrutiny Framework be reconsidered at the following meeting.

## **174. REFERRALS**

There were no referrals.

## **175. WORK PROGRAMME**

Officers informed Members that the draft version of the Committee's 2010/11 Annual Report was due to be received on 2nd March 2011. Members were also advised of recent amendments to the Work Programme.

### **RESOLVED that:**

the Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm  
and closed at 9.20 pm



# Overview and Scrutiny Committee

9th February 2011

## MINUTES

### Present:

Councillor Diane Thomas (Chair), Councillor Anita Clayton (Vice-Chair) and Councillors Peter Anderson, Bill Hartnett, Robin King, Brenda Quinney, Mark Shurmer and Graham Vickery

### Also Present:

Andrew Brazier and Carole Gandy

### Officers:

H Bennett - Director of Policy, Performance and Partnerships, M Bough, E Hopkins and J Pickering - Exec Director (Finance and Corporate Resources)

### Committee Services Officer:

J Bayley

### 176. APOLOGIES AND NAMED SUBSTITUTES

There were no apologies or named substitutes.

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

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

### 178. MINUTES

#### RESOLVED that

the minutes of the meeting of the Committee on 19th January 2011 be confirmed as a correct record and signed by the Chair.

### 179. ACTIONS LIST

Members considered the latest version of the Committee's Actions List. Officers advised Members that all the actions had either already been completed or were due to be completed during the course of the meeting.

.....  
Chair

# Overview and Scrutiny Committee

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Members heard that the Chair had received a written response from Ms Trish Haines, Chief Executive, Worcestershire County Council, in reply to the Chair's letter of 13th January 2011, outlining the Committee's concerns with the Joint Worcestershire Hub Scrutiny Review. The letter acknowledged the Committee's concerns regarding the number of recommendations within the report, although it was argued that the number of recommendations was relative to the size and scope of the review.

## **RESOLVED that**

- 1) Officers circulate a copy of the letter from Ms Trish Haines amongst members of the Committee; and**
- 2) the Committee's Actions List be noted.**

## **180. 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.

## **181. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS**

Members were informed that a draft scoping document would be received for consideration under the Referrals item.

## **182. TASK AND FINISH GROUPS - PROGRESS REPORTS**

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

- a) Promoting Redditch – Chair, Councillor Graham Vickery

The Chair informed the Committee that the review was nearing completion. No further evidence was being collected and the final report was in the process of being drafted. It was fully expected that the Group would meet its deadline and submit its final report for consideration at the Committee meeting on 2nd March 2011.

The Committee heard the report would be wide ranging and comprehensive following a thorough evidence collection process. The Group had met with a range of expert witnesses and had considered written evidence.

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- b) Work Experience Opportunities – Chair, Councillor Peter Anderson

The Chair informed the Committee that the Group had recently met with Forward Consortium, a consortium of secondary schools and colleges in North East Worcestershire that provides students with the opportunity to achieve a Diploma Certificate, involving a mixed element of academic and vocational learning. Work experience was an important component of the Diploma.

The Group had discovered that there was uncertainty regarding the ongoing role of Forward Consortium and other local organisations that facilitated work experience opportunities. The Chair suggested that the significance of this was increased by the fact that legislation would soon require children to remain in education beyond the current minimum age of 16. School children would continue to need to be provided with vocational learning opportunities, including work experience placements.

The Committee was further informed that the Group was due to consult with local schools and colleges regarding work experience opportunities and to discuss how these could be increased.

## **RESOLVED that**

**the update reports be noted.**

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

The Chair of Crime and Disorder Scrutiny Panel provided a summary of his written report which detailed the Panel's most recent meeting held on 20th January 2011.

The Chair referred the Committee to a formatting error within the report that misrepresented a comment regarding the effect of changes to the licensing law to mistakenly state that the new licensing laws *had* produced the expected outcomes expected that were hoped for, that of reduced alcohol consumption, sensible drinking and the café culture. Officers agreed to amend the report as necessary.

The Committee queried whether the Alexandra Hospital's policy of admitting intoxicated under age alcohol users was consistent with the policies of other hospitals. Concerns had been raised that this policy might have created a misconception of the town's drinking

# Overview and Scrutiny Committee

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culture when compared to that of other areas. The Chair of the Panel undertook to contact relevant authorities to ascertain whether the hospital's policy was rare or common practice. The Chair did suggest, however, that it was useful to have a clear picture of the town's drinking patterns in order to provide appropriate support for those in need.

## **RESOLVED that:**

- 1) **the Chair of the Crime and Disorder Scrutiny Panel write to both Worcestershire County Council and the relevant Government Minister to clarify the alcohol related admissions practices at hospitals outside Redditch; and**
- 2) **the report be noted.**

## **184. PORTFOLIO HOLDER ANNUAL REPORT - COMMUNITY LEADERSHIP AND PARTNERSHIPS**

Councillor Carole Gandy, Portfolio Holder for Community Leadership and Partnership, provided Members with responses to the Committee's list of questions that had been agreed at the previous meeting of the Committee, as detailed below:

- 1) What did the educational attainment conference achieve? What further action is planned on this by the Council?

The prevailing message from the conference was that a school's success was largely dependent upon the effectiveness of its governors. For example, the improved performance of a local school was attributed to the excellent performance of its governors to ensure that the school's decision makers were robustly challenged. However, there was a shared sense at the conference that the general standard of the governors at some local schools required improvement.

Members were advised that a number of Council staff and members of the local police had recently become school governors. All local schools were said to have become more aware of mentoring opportunities following a move to bring together mentoring organisations.

Councillor Gandy had met with the Head of Children's Services at Warrington Borough Council to discuss adopting measures in Redditch that had been introduced in Warrington to improve pupil's performance. Instilling a sense of pride amongst pupils in where they lived, predominantly through



# Overview and Scrutiny Committee

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incorporating references to the heritage of the town into all facets of education, had worked very successfully in Warrington.

The conference had also addressed the merits of a two-tier education system against that of a three-tier system. Members were informed that a piece of research had subsequently been commissioned to investigate why approximately twenty per cent of school age children in Redditch were educated outside the town.

An Education Action Plan for Redditch had been compiled and was due to be considered for pre-scrutiny by the Committee as part of the Sustainable Community Strategy on 2nd March 2011.

- 2) Please clarify what further information will be coming through about tackling health inequalities in Redditch.

Members were advised that the Local Strategic Partnership had been tasked with assessing local health inequalities following the publication of the Comprehensive Area Assessment in December 2009. This had allocated a red flag to Redditch for quality of life issues, and had identified problems with health inequalities in the Borough.

Having undertaken a health survey at the Morton Stanley Park Festival, obesity and smoking had been identified as the main public health barriers to overcome. A Healthy Action Plan had been developed which was specifically aimed at promoting health lifestyles and actions such as smoking cessation. The action plan was due to be considered for pre-scrutiny by the Committee as part of the Sustainable Community Strategy on 2nd March 2011.

The Committee was informed that the Local Strategic Partnership had held an away day to consider measures to improve people's health. It was agreed during the course of the discussions that the Council should have a clearer focus on planning applications to establish a fairer balance between fast food and healthy food outlets in order to assist the long term health prospects of many residents.

- 3) What changes to the lives of Redditch people has been achieved by identifying red flag issues?

Members were advised that a long term strategy was required in order to address the issues identified in the red flag in a way

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that would have a positive impact on people's lives. Work was being undertaken by the Local Strategic Partnership to address both health education and local employment opportunities.

It was suggested that by concentrating on specific local areas the work of the LSP could make a significant impact.

4) What problems do you foresee for the future in relation to the areas for which you have Portfolio Holder responsibility?

Councillor Gandy advised the Committee that funding constraints represented an obvious challenge for the partnership to overcome. However, the partnership would retain focus on its priorities and would take difficult decisions in order to keep jobs in Redditch and improve the lifestyles of its residents.

Members heard that residents and staff members would continue to be fully informed about the difficult decisions that were being taken by the Council to meet its priorities in light of funding constraints.

5) How have partnerships:

(a) Improved the delivery of services to Redditch?

The Committee was informed that the Council's work with a range of different partners was generally helping to improve the delivery of services to Redditch. However, it was acknowledged that the Council's relations with some partners could be strengthened.

Members expressed concern that the Council appeared to be unfairly burdened in terms of its partnership work. However, it was stressed to the Committee that it was necessary in many cases for the Council to take a lead in partnership work as part of the local authority's responsibility for Community Leadership.

(b) Enhanced the accountability of Officers and Councillors?

The Committee was advised of the current arrangements for holding both the Local Strategic Partnership and Community Safety Partnership to account. This included an active role for the Overview and Scrutiny Committee and Crime and Disorder Scrutiny Panel.

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Members expressed concern that LSP minutes had not been subject to sufficient scrutiny when received by Council. It was subsequently suggested that the Constitutional Review Working Party could address whether the LSP minutes could be made to feature more prominently on the future Council agendas.

Councillor Gandy also informed Members that progress was being made in delivering the objectives set in the Town Centre Strategy. This would help to deliver significant improvements in the town centre in the long-term.

6) Do you feel that Shopping Investment and Giving (SIG) has been effectively implemented?

The Committee was informed that the Council had received a huge number of applications from local organisations for funding through the Council's grant allocation process. Members would soon be provided with the full list which contained many innovative proposals. Each bid would be objectively assessed to see if it was in the interests of local residents.

Members were advised that the shopping element of the scheme had yet to be fully realised. Shopping would require significant investment in a third sector organisation through a contractual arrangement. Due to the financial and accountability implications, careful consideration would need to be given as to how this could be applied in the long-term.

Significant concern was raised that the Council's interpretation of 'Investing' within the scheme was not consistent with that of the County Council's. It was suggested that the Council should be looking to place greater emphasis on upskilling local organisations through the scheme. However, Members were informed that the Council possessed the freedom to establish its own definition and had developed its own guidance in relation to investing which was outlined in the Council's Grants Policy.

Members were further informed that Officers were attempting to identify alternative funding streams for local Voluntary Sector organisations to ensure that these organisations did not become dependent on local authority funding.

7) Are we gathering any evidence from the roadshows? What added value has been achieved by holding the roadshows?

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The Council had met with more than 500 residents at roadshows held during the previous six months. Nearly half of these residents consulted expressed satisfaction with the performance of the Council. A number of suggestions for improvement had been received, including providing further details about both the Tourist Information Centre and the Reddicard.

The vast majority of residents contacted stated that they enjoyed living in Redditch. Those who were critical tended to have lived in the town for their whole life and therefore could not compare living in Redditch with the experience of living within another town.

Significantly, the four priorities that had been identified for the new version of the Sustainable Community Strategy were consistent with the priorities of local residents who were consulted.

The roadshows were described as an extremely useful opportunity for Officers to meet directly with local residents and to hear not only their suggestions for improvement, but to also learn about how they were their views of Council services.

## **RESOLVED that**

**the report be noted.**

### **185. FURTHER INFORMATION ON DRAFT BUDGET PROPOSALS WITHIN MEDIUM TERM FINANCIAL PLAN 2011/12 - 2013/14**

Members were updated on alterations to the draft budget proposals within the Medium Term Financial Plan since the previous meeting.

A number of budget bids had been re-classified from a medium to high priority by the Executive Committee and were therefore to be included within the Medium Term Financial Plan. Under the revenue bids, this included: town centre regeneration; aftercare service; business start up grant; and the careers fair for Year 8 students. This amounted to approximately £37,000 additionally per annum.

Under the capital bids, the installation of a new telephone system had been reclassified from a medium to a high priority bid. Members were advised that significant potential repair costs for the current system were behind the rationale of the reclassification.

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It was re-iterated that although there was a significant initial outlay for the Solar Panels capital bid, it was expected that this would eventually be off-set in the long-term through the Government's commitment to rewarding green measures introduced by local authorities. The proposals to install solar panels on listed buildings had been legally approved.

It had been proposed that the budget gap for 2011/12 would be recovered from balances, while the budget gap for 2012/13 would be met through shared services and other savings.

**RECOMMENDED that:**

**the draft revenue bids 2011/12 – 2013/14 and draft capital bids 2011/12 – 2013/14, be approved; and**

**RESOLVED that:**

**the additional information requested by the Committee regarding the budget bids be noted.**

**186. PERFORMANCE REPORT FOR THE SERVICES WITHIN THE PLANNING, REGENERATION, ECONOMIC DEVELOPMENT AND LOCAL TRANSPORT PORTFOLIO**

The Committee received a written report which detailed the performance of services within the remit of the Portfolio Holder for Planning, Regeneration, Economic Development and Local Transport Portfolio, Councillor Jinny Pearce. On the basis of the information contained within the report Members requested that the following questions be addressed by the Portfolio Holder in her Annual Report to the Committee, which was scheduled to be delivered on 2nd March 2011.

- a) What proposals for investment in economic development do you have?
- b) What measurements will the Council use to gauge that effectiveness of the Economic Development Strategy?
- c) What steps does the Council plan to take to address:
  - (i) Changes in bus pass provision?
  - (ii) Changes in bus pass subsidies and the impact on routes in Redditch?

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- d) How many actual jobs have been created by the Economic Development Unit? Do we have mechanisms for counting these jobs?
- e) What problems do you foresee in the future for your service areas?
- f) Why is it taking so long for town centre landscaping improvements to be implemented?
- g) Is the Town Centre Strategy overly ambitious?
- h) How are we placing Redditch on the map in terms of business tourism?
- i) What success has the Learn Direct service that replaced the REDI Centre had so far to date?

**RESOLVED that**

- 1) **the Portfolio Holder for Planning, Regeneration, Economic Development and Local Transport be invited to answer the questions detailed in the preamble above when delivering her Annual Report before the Committee; and**
- 2) **the report be noted.**

**187. JOINT WORCESTERSHIRE SCRUTINY FRAMEWORK**

The Committee was informed that Councillor Anderson had developed a response to the Framework. This was unfortunately not available at the meeting. It was therefore suggested that the item should be re-considered at the next meeting.

**RESOLVED that:**

**the Joint Worcestershire Scrutiny Framework be reconsidered at the following meeting.**

**188. REFERRALS**

The Committee considered a draft scoping document for a proposed short, sharp review into road gritting following a referral from Council.

Members heard that the proposed review had emanated from residents complaints about a lack of gritting on local highways. The complaints appeared to indicate that measures identified within the

# Overview and Scrutiny Committee

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County Council scrutiny review, *Gritting: Winter Service Review*, published in 2010, to preserve the road system during inclement weather had so far been ineffective. The referral therefore proposed closer examination of the report's agreed actions.

The Committee was informed that Worcestershire County Council was due to monitor the implementation of the actions that had been recommended in their report during 2011. The Group's findings could be inputted into County's monitoring process.

The Committee felt that it would not be appropriate to undertake the proposed review as an exercise in joint scrutiny due to the distinct road systems between Redditch and neighbouring local authorities.

## **RESOLVED that**

- 1) the Overview and Scrutiny Committee undertake a short, sharp review into road gritting in Redditch, to be completed no later than 13th April 2011;**
- 2) Councillor Graham Vickery be appointed as Chair of the Review;**
- 3) Political Party Group Leaders be contacted to nominate representatives onto the review;**
- 4) Councillors be consulted for their thoughts on the issue and for any reports of gritting problems during the inclement weather during the winter of 2010/11; and**
- 5) the Committee's Work Programme be amended accordingly.**

## **189. WORK PROGRAMME**

Members were advised of recent amendments to the Work Programme as agreed at the previous meeting.

The Chair suggested that as the agenda for the meeting on 23rd March was currently very full, the following items be deferred to the meeting on 13th April:

- (a) Private Sector Home Support Service – Post Scrutiny;
- (b) Youth Employment at Redditch Borough Council – Update Report; and

# Overview and Scrutiny Committee

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- (c) Disabled Facilities Grants and the Lifetime Grant - scrutiny of the Countrywide Scheme.

**RESOLVED that**

- 1) **the Committee's Work Programme be amended accordingly; and**
- 2) **the remainder of the Work Programme be noted.**

**190. PETITION - URGENT BUSINESS**

Under the Council's new procedures for the consideration of Petitions, the Committee received a Petition in relation to anti-social behaviour in Winslow Close.

Members were advised that their remit was limited to considering whether the Council's Housing Team was following appropriate housing allocations procedures. The Committee could not propose any final decision in relation to the outcome of the petition.

The Committee was advised that proper policies and procedures were being followed by the Council when allocated housing. However, Members expressed concern that providing alternative accommodation to evicted tenants was failing to adequately address anti-social behaviour problems within Council accommodation. Officers acknowledged the concern and responded that the Council tried to allocate accommodation accordingly if problems around mental health were detected. However, it was often difficult for the Council to prevent anti-social behaviour when these instances occurred. The Council was committed to balancing support for tenants with behavioural problems with support for neighbouring tenants who had been affected by anti-social behaviour.

Officers explained that set procedures were adhered to in the event of a possible eviction. This followed a legal course of action if it had been agreed that an eviction notice would be enforced.

**RESOLVED that**

**the Petition be noted.**

The Meeting commenced at 6.30 pm  
and closed at 9.10 pm

.....  
Chair



**SHARED SERVICES BOARD**

**27th JANUARY 2011 at 5.30pm**

**THE COUNCIL HOUSE, BROMSGROVE**

**PRESENT:**

Councillors Roger Hollingworth, Geoff Denaro and Stephen Peters  
(Bromsgrove District Council)

Councillors Carole Gandy (Chairman), Mike Braley, Bill Hartnett and Malcolm  
Hall (Redditch Borough Council)

Officers: Kevin Dicks, Sue Hanley and Rosemary Cole.

1. **APOLOGIES**

It was noted that Councillor Steve Colella was absent.

2. **DECLARATION OF INTEREST**

Councillor Stephen Peters declared a personal interest in agenda item  
4 (WETT Property Services) as a Member of the County Council.

3. **MINUTES**

The minutes of the previous meeting of the Board held on 11th  
January 2011 were agreed as a correct record.

4. **MATTERS ARISING FROM THE MINUTES**

There were no matters arising, other than those on the agenda as  
separate items.

5. **TERMS OF REFERENCE**

The Terms of Reference of the Shared Services Board attached as an  
appendix to the agenda were noted.

6. **DATE OF FUTURE MEETINGS**

It was noted that the next scheduled meeting would be held on  
Wednesday 16th February 2011 at 5.30 p.m. at Redditch Town Hall.

At the request of Mr Dicks the date of the following scheduled meeting  
was changed to Tuesday, 22nd March 2011 at 5.30pm at Bromsgrove  
District Council.

The Meeting closed at 6.25 p.m.



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

Document is Restricted



**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**

15th March 2011

**ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT**

Relevant Portfolio Holder	Cllr Michael Braley, Portfolio Holder for Corporate Management
Relevant Head of Service	Claire Felton, Head of Legal, Equalities and Democratic Services
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

To provide, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels, and similar bodies which report via the Executive Committee.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

**subject to Members' comments, the report be noted.**

**3. UPDATES****A. ADVISORY PANELS**

	<b><u>Meeting :</u></b>	<b><u>Lead Members / Officers :</u></b> (Executive Members shown <u>underlined</u> )	<b><u>Position :</u></b> (Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.)
1.	Climate Change Advisory Panel (formerly Environment Advisory Panel)	Chair: <u>Cllr B Clayton</u> / Vice-Chair: Cllr Anderson  Guy Revans.	Last meeting – 24th February 2011.
2.	Economic Advisory Panel	Chair: <u>Cllr Pearce</u> / Vice-Chair: Cllr Braley  John Staniland / Georgina Harris	Last meeting – 8th March 2011.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**

15th March 2011

3.	Housing Advisory Panel	Chair <u>Cllr B Clayton</u> / Vice-Chair Cllr Quinney Liz Tompkin	Last meeting – 25th November 2010.
4.	Leisure Contracts Advisory Panel	Chair <u>Cllr Hopkins</u> / Vice-Chair Cllr Anderson Kevin Cook	Last meeting – 16th August 2010.
5.	Planning Advisory Panel	Chair <u>Cllr Pearce</u> / Vice-Chair Cllr M Chalk John Staniland / Ruth Bamford	Next meeting – 30th March 2011.

**B. OTHER MEETINGS**

6.	Constitutional Review Working Party	Chair <u>Cllr Gandy</u> / Vice Chair Cllr Braley Steve Skinner	Next meeting – 4th April 2011
7.	Grants Panel	Chair / To be appointed at first meeting Vice Chair Cllr Braley Angie Heighway	Last meeting – 23rd February 2011.
8.	Member Development Steering Group	Chair <u>Brunner</u> / Vice- Chair Cllr Braley Steve Skinner / Trish Buckley	Next meetings – 6.30pm Thursday 31st March 2011 – CR3
9.	Procurement Steering Group	Chair <u>Cllr Braley</u> / Vice- Chair Cllr Hall Sue Hanley	Last meeting – 18th January 2010.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE COMMITTEE**

15th March 2011

10.	Church Hill District Centre – Members' Panel	Chair <u>Cllr B Clayton</u> Jim Prendergrast	Last meeting - 24th August 2010
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**22. APPENDICES**

None.

**AUTHOR OF REPORT**

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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

15th March 2011

**ACTION MONITORING**

<b>Portfolio Holder(s) / Responsible Officer</b>	<b>Action requested</b>	<b>Status</b>
<b>13th January 2009</b>		
<b>Cllr Gandy / Executive Committee</b>	<b>Third Sector Task and Finish Group</b> The Executive to consider the further work to be undertaken (detailed in recommendation 5) and come back with suggestions for further work in due course.	Awaiting further consideration by relevant Members.
<b>27th January 2010</b>		
<b>Cllr Gandy / A Heighway</b>	<b>Single Equalities Scheme</b> Members requested that a report/action plan be submitted to a future meeting of the Committee or Council detailing what the Council, as Community Leader, expected to receive in terms of education provision for the Borough and its children and young people.	
<b>8th September 2010</b>		
<b>M Braley L Tompkin / T Kristunas</b>	<b>Irrecoverable Debts</b> Officers undertook to respond to Councillor Braley as to whether the damage inflicted upon void properties constituted criminal damage.	

**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**

15th March 2011

<b>Portfolio Holder(s) / Responsible Officer</b>	<b>Action requested</b>	<b>Status</b>
<b>10th January 2011</b>		
<b>J Pearce / R Bamford / L Brockett</b>	<p><b>Worcestershire Local Transport Plan No 3 - Responses</b></p> <p>Members were opposed to the potential opening of bus lanes to other traffic and asked Officers to liaise with Councillors Gandy and Debbie Taylor regarding amendment to the wording to reflect the Council's wishes in this respect.</p>	Officers received clarification from WCC indicating they had no plans to open the bus lanes.
<b>M Braley / J Pickering / B Talbot</b>	<p><b>Job Evaluation And Terms And Conditions</b></p> <p>Officers were instructed to report further to the Committee to seek Member decision if a collective agreement could not be reached through negotiation.</p>	Awaiting the conclusion of the consultation process.
<b>12th January 2011</b>		
<b>G Hopkins / J Godwin / K Cook</b>	<p><b>Learndirect – Relocation Update</b></p> <p>Officers undertook to carry out a general satisfaction survey of new and existing users of the service, the results of which would be reported back to Members in due course.</p>	Survey to be undertaken following a period of use of the new premises.
<b>1st February 2011</b>		
<b>B Clayton / L Tompkin / E Cartwright</b>	<p><b>Introduction of a Private Sector Home Support Service</b></p> <p>Officers undertook to provide Councillor Chance with further information on the amount of HRA funding currently involved</p>	Matters of funding were discussed at the subsequent

**REDDITCH BOROUGH COUNCIL****EXECUTIVE COMMITTEE**

15th March 2011

	following the meeting	Council meetings on 7th and 21st February.
<b>M Braley / T Kristunas / B Talbot</b>	<b>Corporate Sickness Statistics</b>  It was suggested that stress, back-strain and other non-specific conditions could be more closely investigated. It was also suggested that exception reporting and profiling be considered as means of achieving a better understanding of sickness absence data.	Report on current agenda has been amended accordingly.
<b><u>Note:</u></b>	<i>No further debate should be held on the above matters or substantive decisions taken, without further report OR unless urgency requirements are met.</i>	Report period: 13/01/09 to 21/02/11

