

# Executive Committee

Wed 12 August  
2009  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



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

# Access to Information - Your Rights

---

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

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)**

---

**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: [committee@redditchbc.gov.uk](mailto:committee@redditchbc.gov.uk) Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

---

### **Agenda Papers**

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

### **Chair**

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

### **Running Order**

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

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

### **Decisions**

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

### **Members of the Public**

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

### **Special Arrangements**

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

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

### **Further Information**

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

### **Fire/ Emergency instructions**

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

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

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

**Do Not use lifts.**

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

**The emergency Assembly Area is on the Ringway Car Park.**

# Declaration of Interests: Guidance for Councillors

---

DO I HAVE A "PERSONAL INTEREST" ?

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

**OR**

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

**and**

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

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

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



# Executive

12 August 2009

7.00 pm

## Committee

Committee Room 2 Town Hall

### Agenda

#### Membership:

Cllrs: C Gandy (Chair) W Hartnett  
M Braley (Vice- N Hicks  
Chair) C MacMillan  
P Anderson M Shurmer  
J Brunner  
B Clayton

<p><b>1. Apologies</b></p>	<p>To receive the apologies of any Member who is unable to attend this meeting.</p>
<p><b>2. Declarations of Interest</b></p>	<p>To invite Councillors to declare any interests they may have in items on the agenda.</p>
<p><b>3. Leader's Announcements</b></p>	<p>1. 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</p> <p>2 any other relevant announcements.</p> <p>(Oral report)</p>
<p><b>4. Minutes</b>  (Pages 1 - 8)  Chief Executive</p>	<p>To confirm as a correct record the minutes of the meeting of the Executive Committee held on 22 July 2009.</p> <p>(Minutes attached)</p>
<p><b>5. Planning for Prosperous Economies</b>  (Pages 9 - 20)  Acting Head of Planning and Building Control</p>	<p>To consider retrospectively endorsing Officer responses to the Consultation paper on a new Planning Policy Statement 4: Planning for Prosperous Economies.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>6. Worcestershire Land Drainage Protocol</b>  (Pages 21 - 70)  Director of Housing, Leisure and Customer Services</p>	<p>To formally adopt policies and protocols for Land Drainage maintenance and enforcement in response to the Government's Pitt Review and the Draft Flood and Water Management Bill following the July 2007 flooding.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>

# Executive

Committee

12 August 2009

<p><b>7. Church Hill District Centre - Redevelopment Update</b></p> <p>Head of Legal, Democratic and Property Services</p>	<p>To inform Members of the progress of this scheme to date and to request additional revenue funding to progress the scheme.</p> <p>(Appendix A to this report is exempt in accordance with S. 100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as it contains information relating to the business affairs of the Council's tenants, disclosure of which is not considered to be in the public's best interest).</p> <p>(Report to follow)</p> <p><b>(Church Hill Ward)</b></p>
<p><b>8. Quarterly Performance Monitoring April 2008 - March 2009</b></p> <p>(Pages 71 - 92)</p> <p>Head of Strategy and Partnerships</p>	<p>To consider a report reviewing the Council's performance for the financial year 2008/09.</p> <p>(Report attached)</p> <p><b>(No Direct Ward Relevance)</b></p>
<p><b>9. Improvement Works to Unadopted Paved Areas</b></p> <p>(Pages 93 - 96)</p> <p>Operations Manager, Asset Maintenance</p>	<p>To seek funding from 01/04/09 to 31/03/12</p> <p>(Report attached)</p> <p><b>All Wards</b></p>
<p><b>10. Shared Services Board</b></p> <p>(Pages 97 - 102)</p> <p>Chief Executive</p>	<p>To consider the minutes of the meeting of the Shared Services Board held on 21 July 2009.</p> <p>(In view of the fact that they contain information relating to contemplated consultations or negotiations in connection with labour relation matters between the authority and employees of the authority, these minutes will not be for publication and will be circulated only to relevant Officers and Members of the Council. In view of this, it is anticipated that any discussion of this matter will take place after the exclusion of the public).</p> <p>(Minutes attached)</p> <p><b>(No Specific Ward Relevance)</b></p>

# Executive

Committee

12 August 2009

<p><b>11. Overview and Scrutiny Committee</b></p> <p>(Pages 103 - 112)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 8 July 2009.</p> <p>There are no outstanding recommendations to consider.</p> <p>(Minutes attached)</p>
<p><b>12. Redditch Borough Council Establishment</b></p> <p>Head of Financial Revenues and Benefit Services</p>	<p>To consider an update on the Council's current establishment and the incidence of vacant posts within individual Directorates.</p> <p>(Report to follow)</p> <p><b>(No Direct Ward Relevance)</b></p>
<p><b>13. Corporate Sickness Statistics</b></p> <p>(Pages 113 - 134)</p> <p>Head of Human Resources and Communications</p>	<p>To consider the current sickness statistics for the Council for the period April 2009 – June 2009 and the work programme that will assist in the reduction of sickness absence.</p> <p>(Report attached)</p> <p><b>(No Direct Ward Relevance)</b></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 135 - 138)</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>
<p><b>16. Action Monitoring</b></p> <p>(Pages 139 - 142)</p> <p>Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p>

# Executive

Committee

12 August 2009

<b>17. Exclusion of the Public</b>	<p>It may be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information is likely to be divulged. It may be necessary, therefore, 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>
<b>18. Confidential Minutes / Referrals (if any)</b>	<p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>





## Executive

### Committee

22 July 2009

## MINUTES

#### Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors P Anderson, B Clayton, W Hartnett, N Hicks, C MacMillan and M Shurmer

#### Also Present:

Councillor P Mould (Chair – Overview and Scrutiny Committee)  
M Collins (Vice-Chair – Standards Committee)

#### Officers:

B Ashby, L Bellaby, K Dicks, C Flanagan, S Hanley, T Kristunas, A Marklew, S Mullins, C Hemming, G Revans, H Saunders, Jackie Smith and L Tompkin

#### Committee Services Officer:

D Sunman

#### 54. APOLOGIES

An apology for absence was received from Councillor Brunner.

#### 55. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 56. LEADER'S ANNOUNCEMENTS

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

Item 13 – Arrow Valley Countryside Centre – Review – External Support.

.....  
Chair

**57. MINUTES**

**RESOLVED that**

**the minutes of the meeting of the Committee held on 1 July 2009 be confirmed as a correct record and signed by the Chair.**

**58. COUNCIL FLAT COMMUNAL CLEANING REVIEW - FINAL REPORT**

Councillor Mould attended to present a report from the Council Flat Communal Cleaning Task and Finish Group

The Task and Finish Group had reviewed the arrangements currently in place to clean communal areas in blocks of Council flats. The group had also considered whether to recommend that those areas not included in the present contract for cleaning should be included in the next contract which would be implemented in July 2010.

On investigation it was found that cleaning arrangements were only in place in a small number of council flat communal areas and the specification for cleaning each of these areas varied. Where no cleaning arrangements were in place, it was written into tenants' contracts that they were expected to clean the areas themselves.

Members of the Task and Finish Group had visited communal areas in Council flats that were both cleaned and not cleaned and found that the standard of cleanliness between them was very different. It was felt that all Council flat tenants and leaseholders should benefit from a basic level of cleaning and that all communal areas in Council flats should meet a good standard of cleanliness that could be maintained.

Consultation that had taken place with tenants and leaseholders showed that the majority of those who expressed a view thought cleaning should be introduced. Most were also in favour of paying a small service charge to cover costs.

In addition, other elements that could contribute to the overall condition of communal areas were examined. These included professional cleaning of some floors; better lighting; a method to eliminate unpleasant odours and graffiti removal.

Officers were asked to provide an estimated service charge for cleaning communal areas to be used when consulting residents.

**RESOLVED that**

- 1) **the Council undertake statutory consultation procedures with secure tenants and consultation with leaseholders to establish if support exists for the introduction of a service charge to cover cleaning arrangements in communal areas in Council flats. Consultation to include sheltered housing complexes;**
- 2) **a further report be prepared to Executive Committee regarding the feasibility of introducing a service charge for cleaning in communal areas when consultation with residents has been completed;**
- 3) **a revenue bid be submitted to enable the flooring in Three Storey flats in Batchley to be stripped, cleaned and sealed to bring it up to a suitable standard;**
- 4) **lighting occupancy sensors be trialled in one block of the Three Storey flats in Batchley to monitor the impact and benefit of this system to residents when entering and leaving the communal areas funded from the current cleaning budget;**
- 5) **a trial use of wall mounted air fresheners be undertaken in one of the communal stairwells funding from the current cleaning budget;**
- 6) **correct no smoking signs be installed in all communal areas where none are currently situated; and**
- 7) **use of graffiti wipes by cleaners be included in the Council's future cleaning contracts.**

**59. CONSTITUTION - ADOPTION OF NEW EXECUTIVE ARRANGEMENTS**

Members considered a report which outlined a new form of governance for the Council's Executive arrangements for implementation after its elections in May / June 2011.

**RESOLVED that**

**the report be deferred to a future meeting of the Committee together with an additional report regarding the introduction of a four yearly election cycle.**

**60. OFF-STREET CAR PARKING POLICY**

Members received a report which proposed the adoption of a policy for charging for off-street parking at the private car parks owned by the Council at Trescott Road and the Town Hall together with associated parking charges. Delegated authority for drafting, finalisation, publication and implementation of an Off Street Parking Order to enable charges to be implemented was sought.

**RECOMMENDED that**

- 1) **the Council adopt a policy of charging for off-street parking in its car parks at the Town Hall and Trescott Road, as shown in Appendix 2 to the report, on the days, times and terms set out in the report in accordance with the draft Order contained within Appendix 1 of the report:**
- 2) **authority be delegated to the Director of Housing, Leisure and Customer Services and the Head of Legal, Democratic and Property Services to take all the necessary steps to publish, consult upon, make and implement an Off Street Parking Order in terms similar to the draft “Redditch Borough Council (Off Street Parking Places) Order 2009” (“the Order2), attached at Appendix 1 of the report; and**

**subject to the necessary Order being made**

- 3) **authority be delegated to the Director of Housing, Leisure and Customer Services to issue any passes or season tickets in accordance with the Order; and**
- 4) **authority be delegated to the Director of Housing, Leisure and Customer Services to suspend the operation of the Order in relation to the Town Hall car park for such days and times as may be appropriate to enable use of the Town Hall car park by Civic Suite hirers; and**
- 5) **the car parking charges, as set out in the draft Order, be added to the Council’s Schedule of Fees and Charges.**

**61. CORPORATE IDENTITY - REVISIONS**

Members considered a report which sought adoption and implementation of a revised Corporate Identity across the Council.

Members were informed that the last revision of the Corporate Identity had been carried out in 2006 and that future reviews would be carried out annually.

Officers were asked to investigate the cost implications of a change of logo.

**RESOLVED that**

**the Council's revised Corporate Identity, as detailed in the guidelines and the summary of the guidelines, attached as Appendix 1 and Appendix 2 of the report respectively, be formally adopted and implemented across the Council.**

**62. MEDIUM TERM FINANCIAL STRATEGY AND PLAN 2010/11 TO 2012/13**

Members considered a report outlining the Medium Term Financial Strategy and Plan for managing the Council's finances over the three year period from 1 April 2010 to 31 March 2013.

Officers reported that the Council had experienced a significant reduction in income from planning and building control fees, local land charges and Right to Buy sales and the downturn in the economy had also affected its ability to generate capital receipts.

It was anticipated that high levels of government borrowing and debt would make it almost certain that there would be a reduction in financial support from Central Government in the period beyond 2010/11.

It was noted that Central Government had already announced changes to efficiency targets for Local Government, equivalent to an extra 1% saving each year on top of the 3% annual savings already expected. Further efficiency savings would likely be announced for the period 2011/12 to 2013/14.

Officers also reported uncertainty regarding the future of the Housing Revenue Account (HRA) with a consultation paper due to be issued by Central Government in the near future.

Members were informed that the Council had not yet quantified the financial impact of implementing job evaluation from April 2010.

**RECOMMENDED that**

**the Medium Term Financial Strategy and Plan, as set out in Appendix A to the report, be approved.**

**63. SUSTAINABLE COMMUNITIES ACT 2007 - IMPLICATIONS**

Members received a report advising them of the implications of the Sustainable Communities Act 2007.

**RESOLVED that**

- 1) **the powers for Councils and communities contained within the Sustainable Communities Act 2007 be noted;**

**and RECOMMENDED that**

- 2) **the Council adopt a light touch approach to the legislation and associated process, with a report to the Committee following publication of further guidance to review the findings of the initial round of proposals and decisions.**

**64. DUTY TO INVOLVE - IMPLICATIONS**

Members received a report on the implications of the Duty to Involve, which came into effect on 1 April 2009 and seeks to ensure effective involvement of local people in planning for and delivering services.

**RESOLVED that**

- 1) **the requirements of the Duty to Involve be noted:**
- 2) **a self assessment be conducted in order to establish areas of compliance, analyse gaps and identify actions required in order to meet the Duty to Involve; and**
- 3) **a Communications and Engagement Strategy be developed, taking into account the findings from the gap analysis.**

**65. ENVIRONMENTAL SERVICES - FORESTRY MANAGEMENT**

Members considered a report which sought approval for forestry management by the Council in future.

**RESOLVED that**

- 1) **the current five year programme of works be remodelled into a two year rolling programme;**
- 2) **the existing arrangement with the external forestry consultant be continued until 31 March 2010. Officers**

**will appoint a suitable consultant via the Council's procurement procedures with effect from 1 April 2010 for a period of four years with the option to extend the contract for one additional year;**

- 3) the works be let on a bi-annual basis based on competitive quotations and subject to availability and satisfactory performance by the contractors; and**
- 4) proposals for works to improve the aging footpath network within the woodland areas and any consequential capital bids be brought to the Committee in due course, including the identification of any potential external sources for funding of new or improved footpaths.**

**66. ARROW VALLEY COUNTRYSIDE CENTRE - REVIEW - EXTERNAL SUPPORT**

Members considered a report from Officers which sought approval to commission external support to undertake a review of the Arrow Valley Countryside Centre. Officers reported that following a presentation to Portfolio Holders, which detailed the current practices and activities that are facilitated from the Countryside Centre, further exploratory work had been identified to:

- a) consider the potential options for how the Centre can deliver value for money for the Council;
- b) identify alternative ways of delivering the service for the community's benefit;
- c) look at the length of the contract period against the investment potential from prospective partners; and
- d) define how best a contract specification can be packaged bearing in mind the number of activities that are currently managed from the facility.

A report was also received from the Overview and Scrutiny Committee suggesting that a Task and Finish Group be established to undertake the review.

**RECOMMENDED that**

- 1) up to the sum of £10,000 be approved from General Fund balances to commission the work; and subject to which**

# Executive Committee

22 July 2009

---

**RESOLVED that**

- 2) **Officers commission an external consultant to support the review of the future management of the Arrow Valley Countryside Centre and its local environment.**
- 3) **the consultant's final report be subject to pre-scrutiny prior to presentation to the Executive Committee.**

**67. OVERVIEW AND SCRUTINY COMMITTEE**

**RESOLVED that**

**the minutes of the meeting of the Overview and Scrutiny Committee held on 17 June 2009 be received and noted subject to Paragraph 20, Recommendation 1 be amended to read:**

*"the policies and procedures regarding watercourse dredging maintenance, drainage and landscape maintenance and drainage enforcement **be considered for approval** by the Executive Committee at its meeting on 12 August 2009."*

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

There were no minutes or referrals under this item.

**69. ADVISORY PANELS - UPDATE REPORT**

**RESOLVED that**

**The report be noted.**

**70. ACTION MONITORING**

Officers to present reports on Staff Vacancy and Sickness Absence to the next meeting of the Committee.

The Meeting commenced at 7.00pm  
and closed at 10.10pm

.....  
Chair



## Executive Committee

No Specific Ward Relevance

12 August 2009

### PLANNING FOR PROSPEROUS ECONOMIES

(Report of the Acting Head of Planning & Building Control)

#### 1. Summary of Proposals

To consider retrospectively endorsing Officer responses to the Consultation paper on a new Planning Policy Statement 4: Planning for Prosperous Economies.

#### 2. Recommendation

The Committee is asked to RESOLVE that:

**the response from the Acting Head of Planning and Building Control to Communities and Local Government regarding the consultation document on new Planning Policy Statement 4: Planning for Prosperous Economies, as detailed in Appendix A of the report, be retrospectively endorsed.**

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

##### Financial

- 3.1 There is no cost associated with submitting the consultation response.
- 3.2 However, there may be financial implications following the adoption of the Planning Policy Statement 'Planning for Prosperous Economies' due to the monitoring and evidence base requirements set out in the draft strategy.

##### Legal

- 3.3 All consultation responses to Communities and Local Government 'Planning Policy Statement 4: Planning for Prosperous Economies' must be submitted within the designated time period (responses must be returned by the 28 July 2009).

##### Policy

- 3.4 There are no identified policy implications for the Council as a result of the consultation response.

Risk

- 3.5 Communities and Local Government will not have knowledge of the views of Redditch Borough Council when reviewing policy.

Sustainability / Environmental

- 3.6 There are no sustainable or environmental issues arising out of the Officers' response to Communities and Local Government 'Planning Policy Statement 4: Planning for Prosperous Economies'.

Report**4. Background**

- 4.1 The Planning Policy Statement: 'Planning for Prosperous Economies' outlines the Government's objectives for prosperous economies. In addition, the document sets out 24 policies relating to the delivery of prosperous economies.
- 4.2 The policies are separated into the three distinct categories of plan making policies, monitoring policies, and decision making policies.
- 4.3 These policies have specific implications for the Development Plans, Development Control and Economic Development Unit teams of the Council. For example, if the decision making policies are approved by Government, Development Control will have to apply these policies at the planning application stage of the planning process. In terms of the Development Plans team, the policies contained within the document will need to be appropriately considered and the team will be responsible for ensuring that local planning policy is in line with the policies and that any local planning policy requirements of the document are fulfilled.

**5. Key Issues**

- 5.1 Where it is considered that there is insufficient information, or considered there to be an inappropriate requirement of the Communities and Local Government 'Planning Policy Statement 4: Planning for Prosperous Economies', a response has been submitted in relation to the matter. There are five areas where there are considered to be issues with the Communities and Local Government 'Planning Policy Statement 4: Planning for Prosperous Economies' document. Responses have been provided to the areas, and Members are invited to provide retrospective endorsement.

# Executive Committee

12 August 2009

- 
- 5.2 Responses have only been provided to those questions which are considered to be appropriate, therefore a number of the pre-set questions have been left intentionally blank.
- 5.3 Question 3 response form: Other than where specifically highlighted, the process of streamlining policy text in draft PPS4, PPS6 and PPS7 to focus on policy rather than guidance is not intended to result in a change in policy. Are there any policies which you feel have changed in this process? Please tell us what you think has changed and provide alternative wording that addresses your concerns.
- 5.4 Within draft Policy EC1 there is reference to the need for Local Authorities to carry out 'land reviews'. In the past these were referred to as Employment Land Reviews. Of particular concern is the lack of any guidance associated with how to complete the 'land review', and as the Council recently approved an Employment Land Review, it is considered necessary to request that further detail be provided in the PPS regarding this subject, and in addition to this, any guidance that is produced should identify how Local Authorities can update their recently completed Employment Land Reviews.
- 5.5 Question 4 response form: Does the structure of the draft Statement make it easier to understand what is required at different stages in the planning process? Are there any improvements you would like to see made?
- 5.6 It is considered that the draft Statement does make it easier to understand what is required at different stages in the planning process. However, it is considered that certain aspects of the Statement can be improved upon, specifically, the monitoring policy which requires local authorities to carry out monitoring of:
- a) the network and hierarchy of centres;
  - b) the need for further development;
  - c) the vitality and viability of centres.
- 5.7 It is questionable as to how this can be achieved in terms of logistically and from a resource point view, and in the response it is requested that the policy statement make it clear about how Local Authorities are to set about completing this task. It is deemed necessary for further clarification regarding the monitoring aspect of the statement for Local Authorities because without clear direction Officers may have to spend time considering appropriate monitoring systems rather than implementing the correct monitoring systems or carrying out other duties. Potentially the monitoring aspect of the document could require the Council to buy in the expertise required to analyse the data.

# Executive Committee

12 August 2009

- 
- 5.8 The Statement goes on to state that “Local Planning Authorities should...consider setting floorspace thresholds for the scale of edge-of-centre and out-of-centre development which should be subject to an impact assessment and specify the areas these thresholds will apply to and the types of impacts having particular local importance which should be tested”.
- 5.9 It is considered necessary to request further clarification as to whether the floorspace thresholds identified in the document are in addition to Regional Spatial Strategy thresholds levels. It is important to clarify this in order to ensure that the Council’s Local Development Framework is in conformity with the West Midlands Regional Spatial Strategy.
- 5.10 In relation to site allocations, the statement requests Local Authorities to ensure that sites allocated for employment purposes are not simply passed on from one Development Plan Document to a preceding document, without evidence to justify reasonable prospect of the site being taken up during the plan period.
- 5.11 It is agreed that sites should not simply roll on continually over long periods. However, it is considered necessary for Communities and Local Government to provide a definition as to what is meant by ‘reasonable prospect’. It is also considered necessary for Communities and Local Government to be cautious in encouraging the change of site designations from employment uses to alternative uses. The recession has impacted upon the rate of development, for example during the last monitoring period there was no completed employment development in the Borough. Therefore it is likely that a number of sites will take longer to be developed than would have previously been the case.
- 5.12 Question 7 on the response form: Is the approach to the determination of planning applications set out in policy EC21 proportionate?
- 5.13 In terms of those policies that are likely to impact upon Development Control, it is considered necessary for Communities and Local Government to provide further guidance and clarification on the following.
- 5.14 The Statement requires Local Authorities to “assess proposals involving the loss of economic activity in rural locations on the basis of evidence about the impact on the supply of employment sites and premises in that community to ensure the economic, social and environmental sustainability of the area is protected and enhanced”.

# Executive Committee

12 August 2009

- 5.15 It is not considered this to be an appropriate requirement because it is questionable as to whether there is sufficient evidence collated to determine these findings, and it is not clear as to how the Council can be confident that they have appropriate evidence. Officers have requested that Communities and Local Government reconsider the need for this policy. If Communities and Local Government consider the policy to be necessary, Officers have requested that detail be provided as to the amount and type of evidence that could be required.

## 6. Other Implications

Asset Management : None.

Community Safety : None.

Human Resources : None.

Social Inclusion : None.

## 7. Lessons Learnt

Not applicable.

## 8. Background Papers

Planning Policy Statement: Consultation – Consultation paper on a new Planning Policy Statement 4: Planning for Prosperous Economies.

## 9. Consultation

There has been no consultation other than with relevant Borough Council Officers.

## 10. Author of Report

The author of this report is Ashley Baldwin (Planning Assistant), who can be contacted on extension 3124.

(email: ashley.baldwin@redditchbc.gov.uk ) for more information.

## 11. Appendices

Appendix A – Officers' response to Communities and Local Government 'Planning Policy Statement 4: Planning for Prosperous Economies'

## 12. **Key to Terminology / Abbreviations**



# Executive

# Appendix 1

Committee

12 August 2009

---

**Officers' response to Communities and Local Government 'Planning Policy Statement 4: Planning for Prosperous Economies'**

PLANNING POLICY STATEMENT Consultation Questions

When complete, please email to [economicdevelopment@communities.gsi.gov.uk](mailto:economicdevelopment@communities.gsi.gov.uk) or post to Richard Canovan, Planning for Business Team, Communities and Local Government, 1/J3 Eland House, Bressenden Place, London SW1E 5DU

## PART 4: Consultation Questions

Name: Ashley Baldwin

Organisation: Redditch Borough Council

Address: Town Hall, Walter Stranz Square, Redditch, Worcestershire, B98 8AH

E-mail address: [ashley.baldwin@redditchbc.gov.uk](mailto:ashley.baldwin@redditchbc.gov.uk)

Questions on which we would particularly like your views:

Please state whether you agree to your response being made public. Yes/No

1. **Do you support the consolidation and streamlining of national planning policy on economic development into a single policy statement? What do you think are the costs and benefits of the approach?**

Yes  No

Comment:

2. **Does the draft Statement include all that you understand to be policy from draft PPS4, PPG5, PPS6 and PPS7? If not, please be specific about what paragraphs in any of these documents you feel should be included in this document? Please can you explain why this should be the case?**

Yes  No

Comment: No comment

3. **Other than where specifically highlighted, the process of streamlining policy text previously in draft PPS4, PPS6 and PPS7 to focus on policy rather than guidance is not intended to result in a change in policy. Are there any policies which you feel have changed in this process? Please tell us what you think has changed and provide alternative wording that addresses your concerns.**

Yes  No

Comment: Policy EC1: Using Evidence to plan positively

Policy EC1.3 provides detail on what the local level evidence base should encompass. The policy refers to the need for a Local Authority to carry out a 'land review' to assess the existing and future supply of land available for economic development. In the past this work was undertaken as part of an Employment Land Review, which the Council has recently completed. There is no guidance referred to within the draft PPS as to how a 'land review' should be undertaken. Officers of the Council have been made aware, by discussions with representatives of CLG, that further information will be provided as to how these 'land reviews' are to be undertaken. It is understood, based on discussions with CLG, that regions may be responsible for producing this guidance for their area. It is considered important that if this is the case, reference should be made in the PPS, in addition to this, it is also considered important that any guidance produced should clearly illustrate how Local Authority's can easily and effectively update their recently completed Employment Land Reviews, in order to not unduly waste resources.

4. **Does the structure of the draft Statement make it easier to understand what is required at different stages in the planning process? Are there any improvements you would like to see made?**

Yes  No

Comment:

Officers consider that the draft Statement does make it easier to understand what is required at different stages in the planning process.

However Officers do consider that certain aspects of the Statement can be improved upon.

#### **Policy EC4.1**

In relation to site allocations the statement requests Local Authorities to ensure that sites allocated for employment purposes are not simply allocated from one Development Plan Document to a preceding document, without evidence to justify reasonable prospect of the site being taken up during the plan period.



It is agreed that sites should not simply roll on continually over long periods. However Officers consider it necessary for Communities and Local Government to provide a definition as to what is meant by 'reasonable prospect'. Officers consider it necessary for Communities and Local Government to also be cautious with the approach of encouraging site designations from employment to alternative uses. The recession has impacted upon the rate of development, for example during the last monitoring period there was no completed employment development in the Borough. Therefore it is likely that a number of sites are likely to take longer to be developed than would have previously been the case.

**Policy EC5: Local planning approach to town centres**

Policy EC5 states "Local Planning Authorities should ... consider setting floorspace thresholds for the scale of edge-of-centre and out-of-centre development which should be subject to an impact assessment and specify the areas these thresholds will apply to and the types of impacts having particular local importance which should be tested".

Further clarification is required as to whether this is in addition to Regional threshold levels. This is important to clarify in order to ensure the Council's Local Development Framework is in conformity with the West Midlands Regional Spatial Strategy.

**Policy EC11: Monitoring**

Policy EC11 requires local authorities to carry out monitoring of:

- The network and hierarchy of centres;
- the need for further development;
- the vitality and viability of centres.

It is questionable as to how this can be achieved, Policy EC11 should make it clear as to how Local Authorities are to set about completing this task. Without appropriate guidance Local Authorities could potentially invest time and resources into monitoring techniques which may in the long run, be considered to be inappropriate

5. **Do you think the restructuring of the impact test from the consultation draft of PPS6 achieves the right balance and is it robust enough to thoroughly test the positive and negative impacts of development outside town centres?**

Yes  No

Comment: No comment

# Executive

# Appendix 1

Committee

12 August 2009

---

6. **Should more be done to give priority in forward planning and development management to strategically important sectors such as those that support a move to a low carbon economy, and if so, what should this be?**

Yes  No

Comment: No comment

7. **Is the approach to the determination of planning applications set out in policy EC21 proportionate?**

Yes  No

Comment: In relation to this policy, there are concerns regarding the

associated policy of EC12.

## **Policy EC12: Planning applications for economic development (see also policy EC21)**

The Statement requires Local Authorities to “assess proposals involving the loss of economic activity in rural locations on the basis of evidence about the impact on the supply of employment sites and premises in that community to ensure the economic, social and environmental sustainability of the area is protected and enhanced”.

This is considered to be an inappropriate requirement because it is questionable that there is sufficient evidence collated to determine this, and it is not clear as to how the Council can be confident that they have appropriate evidence. Communities and Local Government should reconsider the need for this policy. If Communities and Local Government consider the policy to be necessary, it is requested that detail be provided as to the amount and type of evidence that could be required be set out to.

8. **Do you think the requirement for regional spatial strategies to set targets for employment land targets for each district in their area should be imposed? Please give reasons for your view.**

Yes  No

Comment: No comment

9. **Do you agree the policies do enough to protect small or rural shops and services, including public houses? If no, please explain what changes you would like to see.**

Yes  No

Comment: No comment

10. **In response to Matthew Taylor, we have altered the approach to issues such as farm diversification. What do you consider are the pros and cons of this approach?**

Yes  No

Comment: No comment

11. **Do you think that the proposals in this draft PPS will have a differential impact, either positive or negative, on people, because of their gender, race or disability? If so how in your view should we respond? We particularly welcome the views of organisations and individuals with specific expertise in these areas.**

Yes  No

Comment: No comment



## Executive Committee

All Wards

12 August 2009

### WORCESTERSHIRE LAND DRAINAGE PROTOCOL

(Report of the Director of Housing, Leisure and Customer Services)

#### 1. Summary of Proposals

To formally adopt policies and protocols for Land Drainage maintenance and enforcement in response to the Government's Pitt Review and the Draft Flood and Water Management Bill following the July 2007 flooding.

#### 2. Recommendations

The Committee is asked to **RECOMMEND** that

**subject to the Council's subsequent approval of the financial implications, the land drainage and flooding policies and protocols attached at Appendices 1 to 5 to the report, as recommended by the Overview & Scrutiny Committee on 17 June 2009, be approved.**

#### 3. Financial, Legal, Policy, Risk and Sustainability Implications

##### Financial

- 3.1 There is an obvious increased burden to be placed on Local Authorities following the Government's Pitt Review and the Draft Flood and Water Management Bill. Detailed funding arrangements have not yet been specified by DEFRA. Officers advise Members that the most effective solution would be to collaborate with a number of neighbours to share this additional burden and to jointly minimise financial impact.

##### Legal

- 3.2 The Council currently has a responsibility to ensure the proper and effective drainage of the Borough in accordance with powers conferred by the Land Drainage Act 1991. It is recognised within the Worcestershire Land Drainage Partnership (WLDP), that we are currently relatively proactive. There are significant changes in powers and responsibilities proposed by the Draft Flood and Water Management Bill which will place additional burden on all Local Authorities locally, regionally and nationally.

- 3.3 Appendix 5 to this report is exempt in accordance with S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as it contains information relating to the financial or business affairs of particular persons (including the authority holding that information). For the Council to reveal this information could prejudice the financial status of these other parties. It is therefore felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

#### Policy

- 3.4 The Council has previously adopted a semi-formal policy which subject to the recommendations in 2 above, a more rational approach can be adopted to reflect the recommendations of the Pitt Review and the forthcoming changes set out in the Draft Flood and Water Management Bill (provisionally expected to become statute by summer 2010).

#### Risk

- 3.5 If not supported the two-tier system of control proposed by the Draft Flood and Water Management Bill may result in actions being taken by the upper tier (Worcestershire County Council) authority which by virtue of the Draft Bill, will have powers to recover both costs of any associated works, including relevant fees and charges from the Council.

#### Sustainability / Environmental

- 3.6 The proposed recommendations and appendices set out a framework of initiatives which allows all riparian landowners to maintain their land in a more effective manner to reduce environmental impact from flooding. In addition, where possible to incorporate measures and initiatives to improve biodiversity, landscape maintenance and recognising that water management is an increasingly important role. This has a corresponding important interface with Climate Change policies in reducing the effects of poor water management practices.

#### Report

### **4. Background**

- 4.1 The Council has for many years adopted a proactive role with regards to Land Drainage maintenance. Whilst this did not eliminate flooding in July 2007, certainly the capital and revenue works carried out over recent decades considerably reduced, but did not entirely

eliminate, the effects of extreme events such as the July 2007 floods.

- 4.2 Weather patterns are, for whatever reason, clearly changing and there has been an increased response to rainfall from mainly rural, undeveloped areas outside the Borough in recent years. This has had the effect of partially reducing the benefits of earlier works to alleviate flooding.
- 4.3 As a result of the floods in 2007 the Government commissioned a report, The Pitt Review, and following its recommendations, the Draft Flood and Water Management Bill was published on 21 April 2009 for consultation by 24 July 2009. Unfortunately this timescale doesn't allow Members to be directly consulted but Officers are nevertheless aware of the work implications that have been identified, undertaken by the Joint scrutiny by Members as well as the on-going work with the Council's Overview & Scrutiny Committee.

## **5. Key Issues**

- 5.1 As a part of changes in legislation, each authority will be required to produce Surface Water Management Plans (SWMP). These will embrace planning, resilience and hydrology matters. Unfortunately, the latter does not directly relate to administrative areas. Officers within WLDP consider it would be more appropriate to consider river systems on a catchment basis, these being allocated by WLDP but requiring joint funding. Clearly, this element of SWMPs could be shared on a proportional basis relative to the incremental contributory areas. Results would be shared for including those results applicable to an individual authority's area.
- 5.2 Redditch Borough Council is the largest local authority riparian landowner in Worcestershire, being directly responsible for 44km of main river and ordinary watercourses. This represents nearly 44% of the total land drainage assets within the Council's administrative area. Officers have as part of their work within WLDP being trying to establish what other front line criteria apply for its Worcestershire neighbours. Similarly, Redditch Town, is the second largest urban conurbation within Worcestershire.
- 5.3 Arising from the work of the WLDP, a lead role has been developed by Wychavon District Council from a technical perspective. With reference to the plan in Appendix 6, this is no doubt due to Wychavon being the largest individual administrative area component within Worcestershire. Redditch for the reasons set out in 5.2 above has demonstrated as being the second lead by virtue of its current policies, practices and responsibilities. This suggests a possible north/south split for Worcestershire.

# Executive Committee

12 August 2009

- 5.4 Clearly any new shared arrangements would need to be on an agreed basis for sharing costs. This will hopefully allow the burden of any increased costs associated with the implementation of the Flood and Water Management Bill to be reduced for partners within such shared arrangements.
- 5.5 Members are reminded that DEFRA has notionally indicated that either Unitary or where there is none, County Councils will take the lead from an accountability perspective. This is no doubt to sit alongside their existing responsibilities for Resilience matters. DEFRA has already indicated, albeit informally, that they perceive the major delivery role being delivered at local levels. If district councils elect to take a more distant position, they will lose leadership and possibly have a less influential effect in possible future funding distribution.
- 5.6 Authorities in North Worcestershire should work to jointly promote flood and drainage concerns, as recommended by the Overview and Scrutiny Committee of 17<sup>th</sup> June 2009 to minimise the likely financial impact of legislative changes, by means of exploring potential improved collaborative working arrangements.

## 6. Other Implications

- |                  |   |  |
|------------------|---|--|
| Asset Management | - | No implications have been identified   |
| Community Safety | - | The proposals improve the Council's existing arrangements for managing land drainage assets and reducing any future impact from flooding.  |
| Sustainability   | - | Improved flood defences and management practices reduce the magnitude and frequency of flood risks thereby giving further protection against the future effects of Climate Change to vulnerable properties and associated hazards from flood waters affecting highways and public open spaces. |
| Human Resources  | - | No implications have been identified.  |
| Social Exclusion | - | No implications have been identified.  |



**7. Lessons Learnt**

- 7.1 The significant progress made through liaison with neighbouring Authorities who may either affect Redditch Borough Council or who we may affect, has led to working towards a more consistent approach to land drainage matters within Worcestershire.
- 7.2 The Draft Flood and Water Management Bill encourages groups of Local Authorities to consider alternative ways of delivering a more effective regime in respect of land drainage maintenance and enforcement procedures.
- 7.3 There has been a corresponding improvement in liaising with the Local Resilience Forum to ensure that there is a more coherent approach to the management and recovery for future flooding incidents.

**8. Background Papers**

Relevant documents on file (some exempt / confidential) in the Asset Maintenance office.

**9. Consultation**

- 9.1 The basis of this report was presented and considered by the Overview and Scrutiny Committee on 17 June 2009.
- 9.2 Informally, Officers have been liaising with the Environment Agency, Worcestershire County Council, local Ward Councillors and Feckenham Parish Council. In addition, Officers have been actively participating with the Worcestershire Land Drainage Partnership.

**10. Author of Report**

The author of this report is Clive Wilson, Operations Manager Asset Maintenance, who can be contacted on extension 3379 (e-mail: [clive.wilson@redditchbc.gov.uk](mailto:clive.wilson@redditchbc.gov.uk) ) for more information.

**11. Appendices**

Appendix 1 – Worcestershire Land Drainage Protocol – May 2009, WLDP/LDT

Appendix 2 – Ditches and Other Minor Watercourses – RBC (03/06/09)

Appendix 3 – Landscape & Land Drainage Maintenance Policy - RBC (18/02/09)

# Executive Committee

12 August 2009

---

Appendix 4 – Dredging (Land Drainage) Maintenance Policy – RBC  
(05/06/09)

Appendix 5 - Flood Resilience Analysis – RBC (05/03/09) (This  
Appendix is confidential in view of the fact that it  
contains information relating to the financial or  
business affairs of particular persons (including the  
authority holding that information)

Appendix 6 – Worcestershire County Administrative Boundaries  
– RBC (June 2009)

Appendix 7 – Key for Appendix 6

Appendix 8 – Minutes of meeting of Overview and Scrutiny  
Committee, 17 June 2009

**WORCESTERSHIRE LAND DRAINAGE ENFORCEMENT PROTOCOL**  
**(REDDITCH BOROUGH COUNCIL – MAY 2009)**

**Introduction**

Current legislation puts District Councils in the lead role in overseeing land drainage matters along “ordinary watercourses”, while “main rivers” are overseen by the Environment Agency. Councils have powers rather than duties to act. Decisions in any case will be down to individual authorities and will depend on the circumstances of each case. The purpose of this protocol is to promote a common approach to the exercise of these powers.

**Riparian rights and responsibilities**

In most cases the owner of the land next to a watercourse is the “riparian owner”. The legal responsibility for maintaining watercourses rests with the riparian owner. Where a watercourse passes over someone’s land, the riparian owner has to keep it clear to allow water to flow freely though it. Further, it is usually the landowner’s responsibility to maintain a watercourse that forms a boundary with a highway.

**Dealing with reports about “ordinary watercourses” that need attention.**

When a problem is reported to the district council a site inspection will be arranged, usually within 10 working days to assess the problem, and a decision made upon the course of action to be taken.

If the problem appears to be urgent, attendance will be arranged as soon as possible and in any event within 24 hours

**Assessment**

Consideration should be given to all of the facts of the matter, before proceeding with the request for action that may later lead to enforcement and possible prosecution.

Examples of factors that may influence action:

- Are any properties at risk of flooding
- Serious risk of harm
- All other attempts to remedy the situation have failed
- Deliberate and obvious action by landowner to obstruct watercourse
- The obstruction or problem has occurred fairly recently
- Support of parish council, community etc
- Unchecked natural growth has as a result of general lack of maintenance resulted in unacceptable restrictions to flow.

- Change in circumstances makes problem worse

Examples of factors that may influence against action:

- Obstruction has been in place for a number of years
- Action has no community support
- Other options are available
- Minimal risk of harm
- Change in circumstances makes problem better

**Initial action**

- ▶ Upon inspection, if it is considered that the matter complained of is not the cause of the drainage problem or the proper flow of water is not impeded, and no action is to be taken or required, the complainant will be advised accordingly. In any event, a written communication will be sent to the complainant explaining the reason why no action is to be taken.

*Examples of matters not requiring action, may include – minimal silting of watercourse, slight vegetation overgrowth, small quantity of debris etc*

- ▶ Where it is considered that action needs to be taken by the relevant landowner, person and/or Agency responsible, the following steps will be taken:-

Enquiries will be made to identify the landowner involved. This may mean conducting a land search to determine the owner of the land and where the land is not registered, making enquiries with appropriate parties, such as the relevant, local parish council, or serving an official land ownership request under Section 16 of the Local Government (Miscellaneous Provisions) Act 1976.

Contact will be made with the landowner. The authority will write to the landowner, explaining the problem and setting out the work required to remedy the problem. This will be done by reference to a map supplied with the letter. The deadline for completing the work will normally be 28 days from the date of the letter, although a different period may be specified if the problem requires earlier resolution or if the circumstances justify a longer time period.

Advice regarding what work is needed will be given at any time and take account of local issues that may legitimately cause delays.

If a positive response to the initial letter has not been received within four weeks (or time allowed to complete work), and on inspection no work has been satisfactorily undertaken as required

the matter should be discussed with Legal Services to obtain their agreement for enforcement action to be taken, if necessary.

A formal reminder will then be sent to the landowner giving him 14 days to respond positively before enforcement action is commenced.

### **Section 25 Notice**

If a positive response to the letter of reminder has not been received within 14 days, and on inspection the watercourse's condition has not been remedied and the proper flow of water remains impeded, the authority will proceed to issue a Section 25 Notice.

Before serving a Section 25 Notice notify (in writing) the Environment Agency or other Internal Drainage Board of the proposed action. (Section 26 "Competing Jurisdictions under Section 25".)

- ▶ The relevant papers will be passed to Legal Services and a Notice under Section 25 of the Land Drainage Act 1991 will be prepared.
- ▶ The Notice will include the nature of the works to be carried out and the period within which they are to be carried out, and the right of appeal to a magistrates' court within 21 days of service of the notice.
- ▶ A letter will accompany the Notice and inform the responsible person that in the event of his failure to satisfactorily undertake the work, the local authority may carry out the work themselves and recover from the person responsible the expenses reasonably incurred in doing so? It shall also be stated that without prejudice to their right to exercise that power, that person shall be guilty of an offence and liable, on summary conviction, to a fine not exceeding level 4 on the standard scale.
- ▶ Proper service of the Notice will be made.

### **Enforcement of Notice**

Following service of the Notice.

- ▶ The responsible person may appeal the Notice. If the notice is upheld or varied, compliance will be pursued as appropriate.
- ▶ The responsible person may carry out the work to the satisfaction of the authority, or may carry out alternative work which remedies the condition
- ▶ The responsible person will fail to carry out the work to the satisfaction of the authority and the authority may arrange for the work to be completed in default and the reasonable costs incurred recovered.
- ▶ The relevant authority prosecute the responsible person under Section 25(6)b
- ▶ The authority will normally pursue enforcement by way of prosecution rather than by way of works in default. However, the circumstances of the case will always be considered and in exceptional circumstances works in default may be carried out. An example would be where prosecution is not in the public interest as the person responsible is elderly or seriously ill.

---

*If it is considered appropriate to commence prosecution action in the Magistrates Court due regard must be given to the Rules of Evidence and the Crown Prosecution Service Guidelines.*

### **Completion of Proceedings**

If the responsible person complies with the Notice and completes the work to the satisfaction of the authority, the authority shall write to him confirming the closure of the case and the end of the action.

### **Illegal Structures**

Where structures, such as pipes or revetments, have been constructed or altered in a watercourse without the consent of the Environment Agency, then the landowner or person responsible may face enforcement action by the Environment Agency in accordance with Section 23 of the Land Drainage Act 1991.

### **Riparian Rights and Responsibility under Common Law**

Riparian landowners have certain rights and responsibilities in relation to a watercourse flowing through or adjacent to their property. These "rights" are based on common law. The "rights" of riparian owners include:

- Presumption of the ownership of the land up to the centre of the watercourse. (For artificial watercourses the presumption is that both banks belong to the land on which the original hedgerow is sited)?
- To receive the flow of water in its natural state without undue hindrance in quality or quantity.
- To discharge uncontaminated run-off from your land.
- The right to protect property from flooding and land from erosion.

The responsibilities of riparian owners include:

- To pass on the flow of water without obstruction, pollution or diversion affecting the rights of others
- Accepting the flood flows through the land maintaining the bed and banks of the watercourses including the removal of debris even if it originated elsewhere. There is no common law duty to improve a watercourse.
- Keeping the bed and banks clear of material that could cause obstructions either on the riparian owners land or by being washed downstream during high flows.
- Keeping clear structures owned by the riparian landowner such as culverts, trash screens, weirs and mill gates.

### **Changes in Legislation**

The Draft Flood and Water Management Bill was published on 21 April 2009) and has been circulated for consultation, with comments to be made by 24 July 2009. To avoid confusion, the existing legislation references

**Executive**  
Committee

**Appendix 1**

Date

---

have been used in this document and it is presumed that once the Bill becomes Statute, any corresponding references will be amended without the need to consult Members.

However, where new or amended powers or responsibilities are confirmed, it will be necessary for Members to formally approve such changes in this Protocol.





**Redditch Borough Council**  
**Ditches and Other Minor Watercourses**

Rivers, streams and the like, which convey running water throughout the year or a substantial proportion of it, are controlled by Redditch Borough Council (RBC), in its capacity as Local Drainage Authority, in accordance with the Land Drainage Act (LDA) 1991. In addition, for Main Rivers – River Arrow and Shell Brook, the Environment Agency is the principal regulatory body. The Shell Brook comprises of – The Wharrage, Wixon Brook, Swan's Brook and Bow Brook where these flow one into the other, within the RBC area.

(Any enforcement actions are pursued by means of Section 25 LDA 1991).

Restoration and improvement of ditches is generally dealt with by means of the Agricultural Land Tribunal in accordance with Section 28 of LDA 1991. Roadside ditches draining a public highway are slightly different in that the Highway Authority, Worcestershire County Council (WCC) has certain powers and responsibilities under the Highways Act to ensure that drainage arrangements for the highway are satisfactory.

In all cases, the principal responsibility for maintenance lies with the riparian landowner(s) concerned. Typically, the centre of a ditch or watercourse denotes the actual ownership boundary, irrespective of whether there are any hedges or fences present. These merely denote operational boundaries to secure stock and other property. The latter definition also applies in the case of roadside ditches, as normally ownership extends up to the centre of the highway from adjacent land(s).

RBC has a considerable amount of land drainage assets (43.6 km, nearly 44% of total) which are maintained as part of a Term Contract by Asset Maintenance. In addition, we have a continued working arrangement with WCC to inspect/cleanse their land drainage assets (excluding roadside ditches), as part our management regime of these assets on one or both sides of the highway. The responsibility for ditches within RBC land generally lies with the respective service unit, who may also be responsible too, for short lengths of ordinary watercourse. Assets budget excluding WCC contributions for 2009/10 is £110k.

RBC has not had a dedicated, full-time Land Drainage Officer since the mid-1990's. Consequently, any efforts made in exercise of our powers and responsibilities, has been on a shared-time basis. Inevitably, our focus has had to be with the principle watercourse network and in light of the Government's Pitt Review findings, this policy need to be carefully re-considered. The Draft "Flood and Water Management Bill" was published for consultation on 21 April 2009 (to be responded to by 24 July 2009).

Ditches where they exist(ed), do provide valuable storage and conveyance capability, especially during extreme events. Due to the character of the

urban area, such assets are mainly the responsibility of Landscape as part of their woodland and parkland management regimes. However, there are substantial rural areas within the southern and western areas of the Borough, which are not within RBC's immediate operational control.

There are also considerable contributory areas, chiefly to the north and west of the RBC boundary, which drain into our watercourse network (from Bromsgrove District Council's administrative area). We have no control over these whatsoever and rely on our neighbouring authorities to exercise due diligence.

It is recognised that a considerable amount of ditches may have already been lost or are not being maintained to a sufficiently high enough standards. However, there are insufficient resources available for improved levels of service at the current time. With the possible effects of Climate Change increasing in significance, and changing, primary legislation, this policy should now be carefully reviewed. Each improved ditch could act as a mini-reservoir, thereby increasing storage potential and possibly also reducing the rate of peak flows to the main watercourse network. Clearly one of the areas of focus highlighted by the Pitt Review, was the need for stronger links and controls to be established as part of the Planning Process.

**REDDITCH BOROUGH COUNCIL – FEBRUARY 2009**

**DRAFT LAND DRAINAGE & LANDSCAPE MAINTENANCE POLICY**

General

The maintenance responsibilities for riparian land owners are set out in law. In addition, there may be other specific requirements in accordance with the Land Drainage Acts 1991 and 1994. Following the July 2007 floods and publication of Sir Michael Pitt's review into the circumstances thereof, further primary legislation is anticipated. A draft "Flood and Water Bill" is expected to be published by June 2009. This is expected to unify various pieces of drainage legislation and therefore any references below, refers to documents currently in force.

These comments chiefly apply to trees, shrubs and other planting. With reference to "Living on the Edge" published by the Environment Agency. 'The Agency aims to preserve access to banks of rivers for maintenance and safety purposes'.

The principle criteria for applying the various levels of inspection and/or maintenance regimes are determined by a channel's location and the type of channel concerned. A hierarchy is set out below in terms of implications and/or constraints and each criterion is set out in order of merit, with number 1 being the highest.

Where lengths of river are obscured by vegetation, not only does this make maintenance more difficult, but it is almost always impossible to carry out proper inspections, maintenance and denudes light from the general river corridors. This could mask problems of erosion, pollution, and general obstructions. It is not intended that all riverside vegetation is to be removed as it may provide other environmental benefits in terms of stability or valuable habitats for a range of species of both flora and fauna. A similar set of criteria applies to culverts and culverted watercourses except that sewerage type factors will in most instances, normally suffice. These are principally located within the Redditch Urban Cordon area.

Reference to "EA" means the Environment Agency, or its forebears and to "LDA" means the Local Drainage Authority – Redditch Borough Council or its forebears.

Heirarchy – Locations

- |    |   |
|----|---|
| L1 | Woodland (including copse and/or coppices)                    |
| L2 | General Land (including formal or informal public open space) |
| L3 | Highway areas   |

Hierarchy – Channels

- C1 Main River – River Arrow, The Wharrage, Wixon Brook, Swan's Brook and Bow Brook
- C2 Ordinary Watercourse – An open channel which conveys flow for more than 50% of the time.
- C3 Arterial Ditch – An open channel which serves and receives flows from other ditches, prior to discharge to a main river or ordinary watercourse. These normally flow during wet weather only.
- C4 Ditch - An open channel which may or may not serve or receive flows from other ditches, prior to discharge to an arterial ditch. These normally flow during wet weather only.
- C5 Roadside Ditch – These are adjacent to highways (public or private) and may either wholly serve the highway or drain it in combination with other land. These normally flow during wet weather only. In terms of access, Ordinary Watercourses which abut the highway are in effect roadside ditches. They can eventually discharge to a variety of outlets.
- C6 Culverted watercourses are pipes or other conduits comprising of several such contiguous lengths which convey flows from an open channel ordinary watercourse to either a lake or pond, public surface water sewer, or another open channel (irrespective of the latter's status). A culvert is a single length of pipe or conduit, usually beneath a road, path or other crossing point.

L1 – Woodland

By their very nature, densely planted wooded areas can have a serious impact upon open channel performance. Clear zones must be maintained on either side although localised deviations around mature trees are acceptable, provided that the specified zone is contiguous throughout. Where a channel is adjacent to a boundary, then the clearance zone should be doubled from the boundary, providing enhanced access on one side only.

Clearly, the presence of trees near channel banks at bends can have a positive benefit. However, if allowed to self-set unchecked, there is a danger that the entire channel edge becomes vegetated on both sides. This is unacceptable as not only is access impaired, often leading to serious maintenance problems as well as denuding light from the river corridor. Trees are also a major source of nuisance from leaf and other debris and their close proximity to an open channel is therefore mostly deleterious.

A matrix needs to be developed to identify suitable species, and the permissible size and spacing of trees – the larger the tree, the larger the space between similar examples is required.

Where such an area adjoins a highway (Foxlydiate Wood/Bromsgrove Road), situations can arise whereby trees can become unsafe and

ultimately may fail, and partially obstruct the highway. Consideration needs to be given to also create zones either for clearance, selective retention and/or improved inspection regimes.

#### L2 – General Land

Clear zones must be maintained on either side although localised deviations around mature trees or other features are acceptable, provided that the specified zone is contiguous throughout. Where a channel is adjacent to a boundary, then the clearance zone should be doubled from the boundary, providing enhanced access on one side only.

Clearly, the presence of trees near channel banks at bends can have a positive benefit. However, if allowed to self-set unchecked, there is a danger that the entire channel edge becomes vegetated on both sides. This is unacceptable as not only is access impaired, often leading to serious maintenance problems as well as denuding light from the river corridor. Trees are also a major source of nuisance from leaf and other debris and their close proximity to an open channel is therefore mostly deleterious. A matrix, as set out in 'L1' above, needs to be developed. There should be no formal access track within 2m (pedestrians) of the banks edge, assuming that the top of banks are relatively level. Where these requirements are not possible and the stability of the track is not in question, then either mature planting and/or safety barriers must be provided.

#### L3 – Highway Areas

Working in or adjacent to a highway may require appropriate Notices and warning signs to be deployed. Typically, access is only possible from the made highway surface(s) and usually the space requirements set out elsewhere are normally satisfied.

In addition to land drainage requirements, there may be issues of highways visibility which can have an impact upon management practices of trees, hedges and the like.

#### C1 - Main Rivers

The EA has certain powers in respect of Main Rivers, however the responsibility for maintenance of the channel beds and banks remains with the riparian owner(s) and they should be relatively free from any obstructions and provided with a minimum clear zone of 5m on either side, or equivalent thereof. Hard structures within this zone, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

C2 – Ordinary Watercourses

The channel beds and banks are the responsibility of the riparian land owner and should be relatively free from any obstructions and provided with a minimum clear zone of 5m on either side, or equivalent thereof. Hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

C3 – Arterial Ditch

The channel beds and banks are the responsibility of the riparian land owner and should be relatively free from any obstructions and provided with a minimum clear zone of 3m on either side, or equivalent thereof. Hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

C4 – Ditch

The channel beds and banks are the responsibility of the riparian land owner and should be relatively free from any obstructions and provided with a minimum clear zone of 2m on either side, or equivalent thereof. Hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

C5 – Roadside Ditch

The channel beds and banks are the responsibility of the riparian land owner and if adopted, WCC the highway authority, on a shared basis. The latter only has obligations insofar as S80 of the Highways Act applies.

They should be relatively free from any obstructions and there is usually sufficient width from the road surface to facilitate access for maintenance purposes. Appropriate safety measures are to be employed which may involve either Traffic Management Measures and or Temporary Closure Orders. Prior permission from the Highway Authority or other Street Works Manager, must be obtained in writing. Hard structures within this zone, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

C6 – Culverted Watercourses

These are the responsibility of the person whose land within which the pipes or conduits are laid. No hard structures (except inlet/outlet headwalls) within 5m of the centre of pipes or conduits will be permitted. Any hard surfaces over the pipes or conduits will require the formal approval of both the landowner and LDA.







**REDDITCH BOROUGH COUNCIL – June 2009**  
**DRAFT DREDGING (LAND DRAINAGE) MAINTENANCE POLICY**

General

The maintenance responsibilities for riparian land owners are set out in law. In addition, there may be other specific requirements in accordance with the Land Drainage Acts 1991 and 1994. Following the July 2007 floods and publication of Sir Michael Pitt's review into the circumstances thereof, the Draft "Flood and Water Bill" was published on 21 April 2009. This attempts to unify various pieces of drainage legislation and therefore any references below, refers to documents currently in force.

In this regard, a 'river' could either be a named river (e.g. River Severn, River Avon, River Arrow, etc) or any other named or un-named watercourse, ditch, roadside ditch and the like. The basic criteria to be considered is: - Does it convey flow for more than 50% of the year, irrespective of rainfall? Some channels are designated 'main rivers' (by the Environment Agency (EA)) and this confers additional powers upon the EA to act, in combination with the Local Drainage Authorities on associated matters.

Clearly, there were mixed codes of practice adopted by the various drainage authorities pre-2007, whereby Blanket Policies: -

- Which dictate that all channels "should be dredged", and also
- Which dictate that all channels "should not be dredged"

have now been found to be unacceptable. A range of criteria should be considered and if the 'test' suggests that actions are required, this should be enforced and if necessary rigorously, by means of formal actions by the appropriate LDA(s) in accordance with the Worcestershire Land Drainage Protocol (as adopted by Redditch Borough Council (RBC)).

One common misconception has in the past been, that if in clearing one section of channel it may cause flooding downstream, it should not be done. This may be due to inadequate capacity downstream in which case the argument is valid. If however, it is due to one or several downstream landowners also requiring taking appropriate actions it is not. Obviously, it is better to commence downstream improvements first, but if this is not possible, other actions should not be unreasonably delayed as a consequence – two wrongs do not make a right.

The commonest cause of obstruction is due to natural processes such as migration and deposition of silt and/or former minor vegetation reaching maturity, has been allowed to encroach into the bed and/or channel of the river or watercourse. Also, where 'old' structures have been in place for many years, they may now be acting as throttles due to inappropriate developments in the vicinity and/or climatic effects.

This policy is not to be confused with any requirements for navigation purposes which may in those instances, override the usual Land Drainage Criteria. However, there are no navigable river waters within the RBC area, which fall within the remit of the Land Drainage Acts 1991 and 1994.  
Intervention Matrix (between fixed structures or other reference points)

Effect(s)		Test - 1		Test - 2		Test - 3
	Y/N	Action	Y/N	Action	Y/N	Action
During high rainfall, is silt or standing water present at high-level?	Yes	Throughout an entire reach?	Yes	Does this extend to next reach?	Yes	Clear culvert or other obstructions.
	No	No action.	No	Remove localised obstructions.	No	Review only.
During high rainfall, are there any significant steps in water level?	Yes	Fixed Assets, culverts, bridges?	Yes	Seek EA approval to alter structure.	Yes	Remove or re-build structure.
	No	No action.	No	Remove localised obstructions.	No	N/a
During low rainfall, is silt or standing water present at high-level?	Yes	Throughout an entire reach?	Yes	Dredge reach completely.	Yes	Clear culvert or other obstructions.
	No	No action.	No	Remove localised obstructions.	No	Review only.

### Hierarchy – Channels

- C1 Main River – River Arrow  
The Wharrage, Wixon, Swan's and Bow Brooks
- C2 Ordinary Watercourse – An open channel which conveys flow for more than 50% of the time.
- C3 Arterial Ditch – An open channel which serves and receives flows from other ditches, prior to discharge to a main river or ordinary watercourse. These normally flow during wet weather only.
- C4 Ditch - An open channel which may or may not serve or receive flows from other ditches, prior to discharge to an arterial ditch. These normally flow during wet weather only.
- C5 Roadside Ditch – These are adjacent to highways (public or private) and may either wholly serve the highway or drain it in combination with other land. These normally flow during wet weather only. In terms of access, Ordinary Watercourses which abut the highway are in effect roadside ditches. They can eventually discharge to a variety of outlets.
- C6 Culverted watercourses are pipes or other conduits comprising of several such contiguous lengths which convey flows from an open channel ordinary watercourse to either a lake or pond, public surface water sewer, or another open channel (irrespective of the latter's status).

L1 – Woodland

By their very nature, densely planted wooded areas can have a serious impact upon open channel performance. Clear zones must be maintained on either side although localised deviations around mature trees are acceptable, provided that the specified zone is contiguous throughout. Where a channel is adjacent to a boundary, then the clearance zone should be doubled from the boundary, providing enhanced access on one side only.

Clearly, the presence of trees near channel banks at bends can have a positive benefit. However, if allowed to self-set unchecked, there is a danger that the entire channel edge becomes vegetated on both sides. This is unacceptable as not only is access impaired, often leading to serious maintenance problems as well as denuding light from the river corridor. Trees are also a major source of nuisance from leaf and other debris and their close proximity to an open channel is therefore mostly deleterious.

A matrix needs to be developed to identify suitable species, and the permissible size and spacing of trees – the larger the tree, the larger the space between similar examples is required. (This item will be jointly developed by Landscape and Asset Maintenance officers).

Where such an area adjoins a highway (Foxlydiate Wood/Bromsgrove Road), situations can arise whereby trees can become unsafe and ultimately may fail, and partially obstruct the highway as well as any open channels. Consideration needs to be given to also create zones either for clearance, selective retention and/or improved inspection regimes.

L2 – General Land

Clear zones must be maintained on either side although localised deviations around mature trees or other features are acceptable, provided that the specified zone is contiguous throughout. Where a channel is adjacent to a boundary, then the clearance zone should be doubled from the boundary, providing enhanced access on one side only.

Clearly, the presence of trees near channel banks at bends can have a positive benefit. However, if allowed to self-set unchecked, there is a danger that the entire channel edge becomes vegetated on both sides. This is unacceptable as not only is access impaired, often leading to serious maintenance problems as well as denuding light from the river corridor. Trees are also a major source of nuisance from leaf and other debris and their close proximity to an open channel is therefore mostly deleterious.

A matrix, as set out in 'L1' above, needs to be developed. There should be no formal access track within 2m (pedestrians) of the banks edge, assuming that the top of banks are relatively level. Where these requirements are not possible and the stability of the track is not in question, then either mature planting and/or safety barriers must be present or provided.

L3 – Highway Areas

Working in or adjacent to a highway may require appropriate Notices and warning signs to be deployed. Typically, access is only possible from the made highway surface(s) and usually the space requirements set out elsewhere are normally satisfied.

In addition to land drainage requirements, there may be issues of highways visibility which can have an impact upon management practices of trees, hedges and the like.

#### C1 - Main Rivers

The EA has certain powers in respect of Main Rivers, however the responsibility for maintenance of the channel beds and banks remains with the riparian owner(s) and they should be relatively free from any obstructions and provided with a minimum clear zone of 5m on either side, or equivalent thereof. Hard structures within this zone, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

#### C2 – Ordinary Watercourses

The channel beds and banks are the responsibility of the riparian land owner and should be relatively free from any obstructions and provided with a minimum clear zone of 5m on either side, or equivalent thereof. Hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

#### C3 – Arterial Ditch

The channel beds and banks are the responsibility of the riparian land owner and should be relatively free from any obstructions and provided with a minimum clear zone of 3m on either side, or equivalent thereof. Hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

#### C4 – Ditch

The channel beds and banks are the responsibility of the riparian land owner and should be relatively free from any obstructions and provided with a minimum clear zone of 2m on either side, or equivalent thereof. Hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

#### C5 – Roadside Ditch

The channel beds and banks are the responsibility of the riparian land owner and if adopted, WCC the highway authority, on a shared basis. The latter only has obligations insofar as S80 of the Highways Act applies. They should be relatively free from any obstructions and any hard structures within 5m of the bank, whether in or adjacent to the channel or not, may require the formal consent of the EA and/or approval of the LDA.

#### Summary

In clearing watercourses, it is presumed that normal dredgings can be deposited within the range of the excavator's boom, i.e. effective operating circle from the bank. Other loose materials such as from forestry management in close proximity to any open channel, potentially has severe consequences from a flood risk perspective. In the Council's view a range of distances applies, and where the land in question is publicly accessible, these distances are to be doubled.

Thus the nominal distances are: -

- Main Rivers                      15m (30m)
- Ordinary Watercourses      10m (20m)
- Ditches                            5m (10m)

In the case of roadside ditches, such materials cannot normally be stored within the accessible land as these distances cannot be achieved and would in any event be within the dedicated highway zones.

For other areas, the disposal or treatment of vegetation is to be as follows: -

- Minor vegetation      Shredded and deposited on suitable adjacent flat areas.
- Logging                 Secured (within critical zones) by means of pegs and wires (regularly checked by persons placing them).
- Burning                 Where it is not practicable to shred brush and the like, then limited burning is to be carried out to reduce the debris safely. This must be in accordance with any other Council policies on such matters and is a last resort.

Normally, the Council's Land Drainage Term Contractor regularly removes debris from the channels and temporarily deposits on adjacent banks to dry. As soon as is reasonably practicable, this is then removed by them to the Contractor's tip. In some instances, the removal is not possible due to problems of remote or unsafe access. In these instances, Landscape Services need to be advised for disposal as above, probably by burning.

A common problem associated with 'river' maintenance is the presence of self-set trees and shrubs. Over time, they can mature and the root and trunk systems can eventually obstruct the normal flow of the channel. This is technically an obstruction and acts in the same way as if it were artificial hard material or structure.

The need for taking action is when there is clear evidence of afflux. This is where the water levels in the channel either side of the tree or other obstruction are markedly different. This may in low flows be only a few centimetres, but during storm conditions, this can be greatly magnified. If there are several such obstructions present, it is possible for considerable false depths of flow to accumulate over relatively short distances which can have a serious, deleterious impact upstream.

This can have a marked detrimental impact upon flood management. Firstly, there is less below ground storage (volumes) within the channel itself and thus flooding situations can occur quite quickly. Secondly, the performance of any on-line channel structures (culverts and the like) will also suffer leading to a significantly reduced capacity for flows. The final and major consequence is that with normally low velocities, siltation of the channel will take place at an ever increasing rate, thereby greatly exacerbating both reductions of storage and flow capacities.

Happily the need for taking significant actions is relatively infrequent, and when such works are required, provided a sensible, minimal annual maintenance regime is put in place, the benefits will last for between 10 and 20 years in most instances.



**FLOOD RESILIENCE ANALYSIS**

**Introduction:**

The following list has been compiled as a desk top exercise, with reference to EA 2007 Flood Zones Maps, and where applicable, local knowledge. No reference has yet been made to any of the utility companies.

The list is purely furnished for guidance purposes, to provide an initial focus on potentially vulnerable locations within Redditch Borough Council's administrative area. Those areas in **bold text** are locations which can become marooned and isolated from the general highways network.

**Astwood Bank**

<b>Astwood Lane</b>	Worcestershire CC	Public Highway Residential
---------------------	-------------------	-------------------------------

**Batchley**

Salter's Lane	Worcestershire CC	Public Highway Residential
Rosedale Close	S38	Unadopted Highway
Beech Tree Close	Worcestershire CC	Public Footpath Residential
Oak Tree Avenue	Worcestershire CC	Public Highway Residential

**Bordesley**

A441	Worcestershire CC	Public Highway
<b>B4101 Dagnell End Rd</b>	Worcestershire CC	Public Highway

**Elcocks Brook**

Norgrove Lane	Worcestershire CC	Public Highway Residential
Sillins Lane	Worcestershire CC	Public Highway

**Feckenham**

<b>Priest Bridge WRW</b>	Severn Trent Water Ltd	Sewage Treatment Works
--------------------------	------------------------	---------------------------

<b>Moors Lane</b>		Business/Residential
-------------------	--	----------------------

---

B4090 Droitwich Road	Worcestershire CC	Public Highway Residential
<i>B4090 Salt Way</i>	<i>Worcestershire CC</i>	<i>Public Highway</i>
<i>Feckenham Sub-station</i> Mill Lane	<i>National Grid</i>	<i>Electricity Supply</i> Residential
Astwood Lane		Business/Residential
Swansbrook Lane	Worcestershire CC	Public Highway <b>State Education</b>
<u>Ham Green/Callow Hill</u>		
Brookhouse Lane	Worcestershire CC	Public Highway
<u>Hunt End</u>		
Blaze Lane	Worcestershire CC	Public Highway Residential

**Other Comments**

The Flood Zone Maps also indicates extensive areas of flooding which are not substantiated by records and anecdotal evidence. I would comment as follows: -

**BATCHLEY**

Batchley Road

This is believed to be due to surface flooding arising from flooding upstream, which is unable to return to Batchley Brook. Generally, dwellings are considerably higher in relation to Batchley Brook.

Bridley Moor Road/Hewell Road

This may be due to surface flooding arising from flooding upstream. Generally, dwellings are considerably higher in relation to Batchley Brook.

Pulman Close

This is believed to be due to surface flooding arising from flooding upstream. Generally, dwellings are considerably higher in relation to Batchley Brook. Further reports confirm this to be due to natural run-off from adjacent green areas.



**Salter's Lane**

The balancing areas shown on the Flood Zones Maps are too extensive. They are shown as one as opposed to two (Ponds B & C). Pond A, rear of Windsor Road is not shown, but this is strictly speaking an appurtenance to the surface water sewerage system as opposed to a pure, land drainage feature.

**CHURCH HILL****Church Hill Brook**

There are only minor problems affecting Exhall Close and Arley Close and these would be immediately adjacent to the river corridor.

**Enfield****Windsor Road**

Flooding is indicated on either side. This is erroneous. Land on the south side is particularly at a considerably higher elevation. On the north side, there is limited evidence of flooding caused by the Red Ditch which is at a higher elevation than either Windsor Road or Batchley Brook into which it ultimately drains. There remains a moderate risk that the highway can become surcharged which could cause some flooding problems.

The area immediately to the west of the Redditch to Birmingham Railway Line is not susceptible to flooding – no reports on 20/07/07.

**Middlehouse Lane/Birmingham Road**

The area immediately to the east of the Redditch to Birmingham Railway Line is not susceptible to flooding – no reports on 20/07/07. Previously, there were problems with respect to highway drainage and/or public surface water sewers. Both STW and WCC have carried out works which on the basis of the 20/07/07 event have significantly improved the situation. No reports from Birmingham Road; Middlehouse Lane is now (subject to regular highways maintenance), only affected to a minor extent and at reduced frequencies.

**LAKESIDE****Marfield Lane/Proctors Barn Lane**

This area, immediately to the south of Coventry Highway (A4023) is not believed to be so extensively affected. It's possible that the course modelling failed to recognise the presence of this highway (elevated embankment) and the corresponding drainage rationalisation works that were carried out at the same time.

**River Arrow**

The areas to the west of Holloway Drive near Arthur Street and Broadground Road are not known to be so susceptible to flooding. I suspect that levels have been raised as a part of the Meir Road development and hence are not believed susceptible either.

**Arrow Valley Park/Blacksoils Brook**

The Arrow Valley Lake is not susceptible to flooding (although levels would react under adverse conditions), nor is the parallel reach of the Blacksoils Brook. The levels which dictate any effects from the River Arrow's confluence with the Brook is approximately 170m downstream of two weirs. Therefore any 'parallel' effects on the Arrow upstream would not have any influence on these.

Stitch Meadow is believed to be vulnerable to water logging – not flooding.

**MOONS MOAT****Blacksoils Brook**

The industrial areas east of Winyates Way (north & south of Coventry Highway) are not known to flood with the exception of one property off Oxleasow Road. This may be due to surface drainage problems.

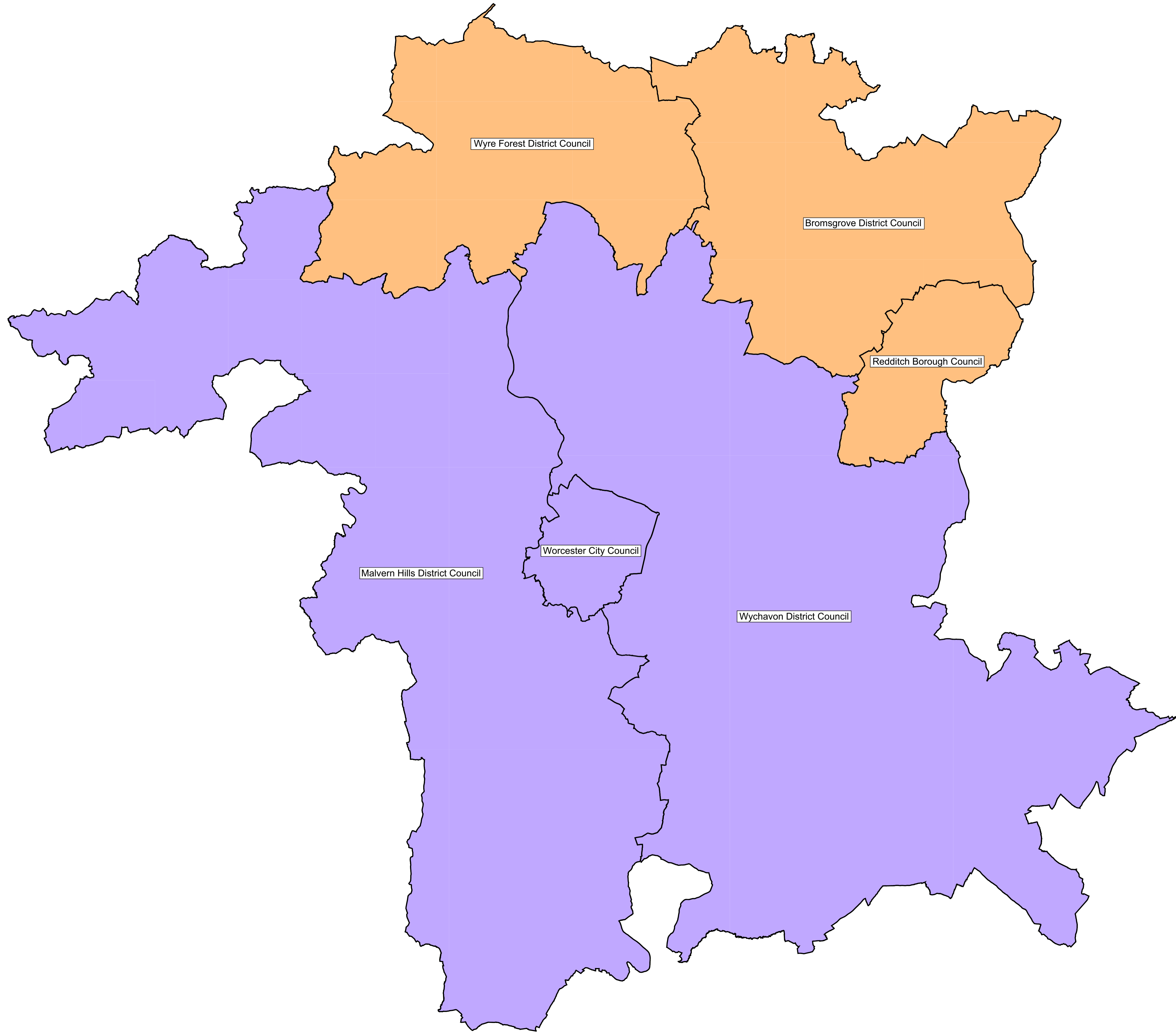
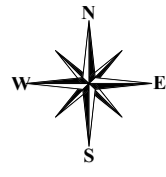
Similarly, the Padgetts Lane Industrial Estate is not known to be susceptible to flooding.

**MATCHBOROUGH WEST****Ipsley Brook**

Areas of possible flooding at Merevale Road, Ashorne Close, Brinklow Close and Washford Industrial Estate are not known to be as vulnerable as is suggested. This is probably due to the river modelling failing to recognise the extent to which the areas are served by surface water sewers.







**Key**

Northern District	
Bromsgrove District Council	21,697 ha
Redditch Borough Council	5,425 ha
Wyre Forest District Council	19,541 ha
Total = 46,663 ha	
Southern District	
Malvern Hills District Council	57,707 ha
Worcestershire City Council	3,328 ha
Wychavon District Council	66,354 ha
Total = 127,389 ha	

Total = Worcestershire County = 174,052 hect

Date	Rev	Details

Project:  
**Land Drainage**

Drawing:  
**Worcestershire County  
Administrative Boundaries**

Drawn: PTL      Scale: 1/100,000  
 Surveyed: OS      Date: Jun 2009

Drawing No: **P2022/5**

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



Reproduced from the Ordnance Survey Mapping with the permission of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. Redditch Borough Council LA10004252 2009











**Key**

**Northern District**

Bromsgrove District Council	21,697 ha
 Redditch Borough Council	5,425 ha
Wyre Forest District Council	19,541 ha
<hr/>	
Total = 46,663 ha	

**Southern District**

Malvern Hills District Council	57,707 ha
 Worcestershire City Council	3,328 ha
Wychavon District Council	66,354 ha
<hr/>	
Total = 127,389 ha	

Total = Worcestershire County = 174,052 hect

**Worcestershire County  
Administrative Boundaries**

Drawn:	PTL	Scale:	1/100,000
--------	-----	--------	-----------

Surveyed:	OS	Date:	Jun 2009
-----------	----	-------	----------

Drawing No: **P2022/5**

**Asset Maintenance**

Town Hall  
Walter Stranz Square  
Redditch  
Worcs B98 8AH

**REDDITCH BOROUGH COUNCIL**



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

Reproduced from the Ordnance Survey Mapping with the permission of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. Redditch Borough Council LA100024252 2009





# Overview and Scrutiny Committee

Wednesday, 17 June 2009

## MINUTES

### Present:

Councillor Phil Mould (Chair), and Councillors K Banks, G Chance, R King, W Norton, D Taylor, and D Thomas

### Also Present:

Councillor M Braley  
M Collins, (Vice-Chair, Standards Committee)  
S Nelmes and I Rassool (BWB Consulting)

### Officers:

C Flanagan, C Hemming, S Mullins, J Staniland, L Tompkin and C Wilson

### Committee Services Officer:

J Bayley and H Saunders

### 13. APOLOGIES AND NAMED SUBSTITUTES

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

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

There were no declarations of interest or of any party whip.

### 15. MINUTES

#### RESOLVED that

the minutes of the meeting of the Committee held on 27 May 2009 be confirmed as a correct record and signed by the Chair.

.....  
Chair

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

## 16. ACTIONS LIST

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

a) Scrutiny of the Countryside Centre

Members were informed, in relation to Action One, that Councillor Anderson was due to attend a presentation in June on the usage of the Countryside Centre. He had advised that once he had seen this presentation he would be able to provide the Committee with further information on the possible progression of this proposed scrutiny exercise.

b) National Angling Museum Domain Names

Officers informed the Committee, in relation to Action Three, that the four domain names requested by the Committee had been bought by the Council.

c) Budget Strategy and Deficit Information

Officers informed the Committee, under Action Twelve, that they had not received any requests for further information for this item which was due to be considered at a meeting of the Committee on Wednesday 8 July. The Chair urged Members to forward any requests for information relating to this item to Officers as soon as possible.

d) Public Transport in Redditch

The Committee was informed that, as a response to Action Ten, Officers had contacted the Chief Executive of Worcestershire Primary Care Trust (PCT) to invite a representative from that organisation to attend a future meeting of the Committee to discuss public transport access to the Alexandra Hospital. The PCT had confirmed that they would be willing to attend a meeting but that responsibility for many of the concerns highlighted by the Committee regarding public transport access to the hospital lay with Worcestershire Acute Hospitals NHS Trust. They would however, endeavour to provide a response to the Committee's query regarding community transport access to the hospital. Officers confirmed that they had contacted the Chief Executive of Worcestershire Acute Hospitals NHS Trust and were awaiting a response from him.

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

On a related issue, Officers explained that they had received further information regarding the installation of a bus stop close to the Arrow Valley Park which had been discussed at the previous meeting. Councillor Pearce had attended a meeting with Officers at Worcestershire County Council where she had been informed that it was feasible to install a bus stop close to the Arrow Valley Park. One bus stop could be installed which would service people both leaving and entering the park in a circular route and would utilise the existing number 60 bus route. In order to progress this proposal, the County Council had to submit a bid for funding by the end of the month. Councillor Pearce had sought advice from Officers about how this proposal could be endorsed by the Committee. Officers had advised that as the timeframes involved in making a recommendation regarding this proposal were limited Councillor Pearce should progress this using a different route. Councillor Pearce had subsequently contacted the Council's Leader, Councillor Gandy, regarding this issue.

The Committee agreed that it wanted to make a recommendation in support of Worcestershire County Council pursuing this proposal and asked if it would be possible to make a recommendation straight to Council. Officers agreed to explore options that would enable the Committee to have this recommendation considered at the forthcoming full Council meeting.

## **RESOLVED that**

- 1) **Officers investigate the means by which the Committee could recommend at full Council that the Council endorse Worcestershire County Council's plans to install a bus stop close to the Arrow Valley Park;**
- 2) **the Actions List be noted.**

## **17. CALL-IN AND PRE-SCRUTINY**

The Committee discussed an item for pre-scrutiny. The Chair referred to an item on the Forward Plan that was due to be considered at a meeting of the Executive Committee on Wednesday 26 August. This item related to possible options for the use of the former covered market in Redditch town centre. The Chair suggested that this report be discussed by the Committee before being presented to the Executive Committee. The

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

Committee agreed that this issue be considered at its meeting due to be held on Wednesday 19 August.

There were no Call-ins.

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

There were no draft scoping documents. The Chair informed the Committee that as some of the current Task and Finish Groups were nearing completion, capacity would exist to progress new Task and Finish Groups. Councillor Thomas noted that the Executive Committee had approved the need for further work to be undertaken on the allocation of funding to the Third Sector and that this could provide further Task and Finish Group work.

## 19. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

### a) Council Flat Communal Cleaning – Chair, Councillor P Mould

This was considered under item nine of the agenda.

### b) Dial-a-Ride - Chair, Councillor R King

Councillor King informed Members that the Group had completed its third meeting. At this meeting, it had requested that Officers provide some background statistical information about the service. It had also discussed arrangements for the Group to visit the Dial-a-Ride Office and to spend an afternoon on the Dial-a-Ride buses in order to observe how the service operated first hand. The Group had requested that drivers of the Dial-a-Ride service be asked to make a note of the number of passengers they carried on each journey for a month.

### c) National Angling Museum – Chair, Councillor P Mould

The Chair informed the Committee that the next meeting of the Group was scheduled to take place on Thursday 2 July at Forge Mill Needle Museum. The Group was due to look at the current collection and to consider possible methods that could be utilised to further promote the town's fishing tackle heritage at the museum. The Chair confirmed that the Group had discovered that another National Angling Museum project was already underway elsewhere in the country so it was unlikely that the Council could pursue this option further.

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

d) Neighbourhood Groups - Chair, Councillor K Banks

Councillor Banks confirmed that the first meeting of the Neighbourhood Groups Task and Finish Group would take place on Tuesday 23 June at 6.00pm. Councillor Thomas noted that she had been approached by PC Fergus Green who had asked if he could give evidence to the Group.

**RESOLVED that**

**the Task and Finish Group update reports be noted.**

**20. WORCESTERSHIRE LAND DRAINAGE PROTOCOL**

The Committee considered updated information regarding flood and land drainage management which had been presented to them at a previous meeting in March. Officers explained that they wished to provide Members with further information regarding the development of the Flood and Water Management Bill. Officers explained that a report was due to be considered by the Executive Committee regarding guidance and protocols that the Council would need to develop to ensure that the Council complied with changing legislation regarding flooding.

Consultants from the firm BWB Consulting provided a presentation to Members on the Flood and Water Management Bill 2009. They began the presentation by outlining the key objectives of the Bill. They explained that the Bill had been initiated to address some of the disparities in current legislation and that the main objective of the Bill was to clarify the roles and responsibilities of each of the organisations and authorities expected to deal with flooding and drainage issues in the local area.

Members were informed that the Bill was in a draft format and was currently subject to consultation. It was expected that the Bill would receive Royal Assent in the summer of 2010. One of the key changes that the Bill was designed to initiate would be to enhance the role of local authorities in flood management. There was an expectation that County and Unitary authorities would assume a leadership role in addressing local flooding concerns and co-ordinating the work of stakeholders involved in dealing with flooding issues. County and Unitary authorities would also be expected to publish a strategy for local flood risk management in their area.

The Council would need to consider several issues in response to the Flood and Water Management Bill. Worcestershire County Council would be responsible for prioritising the use of funding to

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

address flooding in the County. Under these circumstances it would be important for Redditch Borough Council to promote the Borough's priority flooding areas to ensure that these were not downgraded in any flooding prioritisation exercise that might be undertaken by the County Council.

It was suggested that, as rainfall and resultant flooding incidents were not often restricted to local authority borders, increased collaborative work with other local authorities was needed. The Committee was informed that local authorities based in the South of the County had been working together to promote their flooding needs to the County Council. Officers suggested that the local authorities in North Worcestershire should also work together to address cross border issues and to promote their flooding priorities to the County Council in order to attract funding.

The Chair thanked Officers and the consultants from BWB Consulting for attending the meeting.

## **RECOMMENDED that**

- 1) **the policies and procedures regarding watercourse dredging maintenance, drainage and landscape maintenance and drainage enforcement be approved by the Executive Committee at its meeting on 12 August 2009; and**
- 2) **the Council work with other local authorities in North Worcestershire to promote local flood and land drainage priorities in order to attract available funding from Worcestershire County Council; and**

## **RESOLVED that**

**the report be noted.**

### **21. COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP**

The Committee considered the draft report of Council Flat Communal Cleaning Task and Finish Group. The Chair of the Group, Councillor Mould, explained the Group's rationale for each of the recommendations which had been highlighted in the report.

Officers raised concerns with regards to recommendation 1b that *"subject to statutory consultation procedures for secure tenants and consultation with leaseholders being undertaken by the Council, a*



# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

*service charge be imposed on all tenants and leaseholders to cover the cost of this cleaning”*. They questioned what would happen if the majority of tenants responded that they did not want to pay for this service. The Chair explained that if, as a result of the consultation, it became clear that the majority of tenants and leaseholders did not want to pay for cleaning the Council would not be able to implement this recommendation. Officers suggested that the wording of this recommendation be altered to reflect the fact that the Council would undertake consultation to establish if there was support for the introduction of a service charge. The Committee approved this suggestion.

Members raised concerns regarding the format of this consultation. They explained that they did not think that an officially worded letter would be adequate to engage tenants and leaseholders on this issue and that any response that the Council might then receive was likely to be negative. The Committee agreed that the consultation should be tenant-led and make use of the Council's current tenant participation structures. Officers pointed out that the Members involved in the Task and Finish Group had made it clear that they wished to take a lead in the consultation process.

Members queried the extent of the problems that the Council might encounter when collecting this additional service charge from tenants. Officers admitted that they had experienced difficulties in collecting service charges from tenants in some of the flats where the communal areas were currently cleaned. This was why it was imperative that the consultation was as effective as possible to try to get tenants on board with the proposals.

Members queried if the charge could be imposed on leaseholders. Officers confirmed that the Council could not make leaseholders pay the charge as the Council would be unable to make any changes to the terms of their lease. It would be up to the Council to convince leaseholders to voluntarily pay the service charge.

## **RESOLVED that**

- 1) the wording of recommendation 1b be altered to reflect the fact that the Council would need to undertake consultation to establish if there was support for the introduction of a service charge; and**

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

- 2) **the Executive Committee be asked to consider the recommendations of the Council Flat Communal Cleaning Task and Finish Group, as amended by the Overview and Scrutiny Committee and as detailed in the resolutions above.**

## 22. COUNCILLOR CALLS FOR ACTION (CCFAS) - PROCEDURE

Members considered information provided to them detailing case study examples of Councillor Calls for Action (CCfA) processes used by other local authorities. Officers informed the Committee that the case studies demonstrated how the process could be documented and that the style of presentation either consisted of complex directions or a series of questions and answers. Members commented that they thought some of the examples appeared to be lengthy and set out in an unappealing style. They queried if the process had to be uniform across all local authorities or whether there was scope to tailor the approach to fit local circumstances. Officers explained that there was a degree of flexibility for local authorities to develop their own approach. There were however, certain elements that had to be incorporated.

Officers asked Members if there was any one particular example that they would prefer to use as the basis for Redditch's CCfA procedures. Members confirmed that they thought that the Kirklees example should be used.

### **RESOLVED that**

**Officers develop the Council's procedure for the Councillor Call for Action in accordance with the example adopted by Kirklees Council.**

## 23. FEEDBACK FROM JUNE SCRUTINY CONFERENCES

The Committee received feedback reports from Councillors who had recently attended training events and conferences.

- a) Crime and Disorder Scrutiny – 15 June 2009

Councillor Norton explained that he, along with one of the Overview and Scrutiny Support Officers, had attended an event in London regarding the scrutiny of community safety issues. The event had been aimed at informing Officers and Members about the new statutory duty for local authorities to

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

establish a Committee to scrutinise community safety issues and Crime and Disorder Reduction Partnerships. He explained that one of the National Indicators was now focussed towards reporting on people's confidence level in local authorities and their partners to address community safety issues. Councillor Norton suggested that the Council might already be fulfilling this new role through the Committee's interview of the Portfolio Holder for Community Safety.

Members enquired about whether there had been any guidance provided about how to encourage partners to attend meetings. Members commented that there was a need for the Scrutiny Committee and Members to build up relationships with the Council's partners. Officers explained that they had already received a letter from the Chief Executive of West Mercia Police Constabulary enquiring about what procedures the Council would be implementing to enable the scrutiny of crime and disorder issues. In this letter, he had also confirmed that West Mercia Police would be willing to send a representative to any meetings where required.

Officers explained that they had spoken with Community Safety Officers and it had been suggested that a meeting take place which would be attended by relevant Officers and the Chair of the Committee to discuss methods for scrutinising community safety issues. Once this meeting had taken place, it was suggested that further information should be provided for the consideration of the Overview and Scrutiny Committee.

b) Centre for Public Scrutiny (CfPS)– June Conference

Councillor Thomas explained that she had recently attended the Centre for Public Scrutiny's (CfPS's) annual conference. The conference took place over a period of two days.

One of the main features of the first day was a presentation from the shadow minister for Local Government highlighting key points from their Green Paper on Local Government. Among the proposals was one which would provide local authorities with the choice of moving back to an enhanced Committee system. Councillor Thomas voiced her concerns about this proposal especially given the progress Overview and Scrutiny had made at Redditch since it had been introduced.

# Overview and Scrutiny Committee

Wednesday, 17 June 2009

---

Councillor Thomas explained that she had also attended the Good Scrutiny Awards on the evening of the first day of the conference when awards had been given to local authorities that had undertaken good pieces of scrutiny. She suggested that in future, any successful scrutiny exercises undertaken at Redditch Borough Council should be submitted for consideration in this awards process.

On the second day of the conference, Councillor Thomas explained that she had attended a workshop presented by Jo Dungey regarding the new legal framework to scrutinise the Council's partners. This session had provided useful information about the new powers for scrutiny especially in relation to the scrutiny of the Local Area Agreement but had also highlighted the problems of trying to undertake this in two tier authority areas.

## **RESOLVED that**

- 1) further information about scrutiny of community safety issues be considered at a meeting of the Committee on Wednesday 29 July;**
- 2) a copy of Jo Dungey's publication "Changing Place: Local Area Agreements and Two Tier Authorities" be circulated to Members;**
- 3) Officers investigate the new powers available for scrutiny and any limitations that might apply in two tier authority areas; and**
- 4) the reports be noted.**

## **24. REFERRALS**

There were no referrals.

## **25. WORK PROGRAMME**

The Committee considered the Committee's Work Programme. Officers advised the Committee that the Economic Advisory Panel had been considering the Town Centre Strategy but it had been suggested that the Overview and Scrutiny Committee could undertake some pre-scrutiny on the proposals contained within the Strategy.

# **Overview and Scrutiny Committee**

**Wednesday, 17 June 2009**

---

The Economic Advisory Panel and the Planning Advisory Panel were due to receive a presentation from consultants working on the strategy on the evening of Thursday 20 August. It had therefore been suggested that members of the Overview and Scrutiny Committee attend this presentation.

Officers informed Members that all of the Portfolio Holders' reports had been scheduled onto the Committee's Work Programme.

## **RESOLVED that**

- 1) members of the Committee attend a presentation regarding the Town Centre Strategy on Thursday 20 August;**
- 2) the Committee consider the Town Centre Strategy at the meeting of the Committee scheduled for Wednesday 2 September; and**
- 3) the Committee's Work Programme be noted.**

The Meeting commenced at 7.00pm  
and closed at 9.10pm



## **Executive Committee**

No Direct Ward Relevance

**12 August 2009**

### **QUARTERLY PERFORMANCE MONITORING** **APRIL 2008 – MARCH 2009**

(Report of the Head of Strategy and Partnerships)

#### **1. Summary of Proposals**

This report provides a view on aspects of the Council's overall performance. It shows which performance indicators, when compared to the same quarter last year, are exceeding their target, are not on target or where performance data / target data is missing.

This report provides Members with an opportunity to review the Council's performance for financial year 2008/09 and to comment upon it.

#### **2. Recommendation**

**The Committee is asked to RESOLVE that**

**the update on key performance indicators for the period April 2008 – March 2009 be noted and commented upon.**

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

##### Financial

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

##### Legal

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

##### Policy

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

Risk

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

Sustainability / Environmental

- 3.5 There are a total of 4 performance indicators that relate to air quality and climate change within the list of new National Indicators (NI 185, NI 186, NI 188 and NI 194). These are all reported annually.

Report**4. Background**

- 4.1 The new National Indicator (NI) set has been introduced with effect from the 1<sup>st</sup> April 2008 and these are the only indicators that public authorities will be required to report on to central Government. Figures collected for 2008/09 will form the baseline for future reporting. 28 national indicators are included in the Local Area Agreement for Worcestershire.
- 4.2 Although Redditch Borough Council will no longer need to report on Best Value Performance Indicators (BVPI's), it is considered that until the National Indicators have been fully embedded it would be useful to continue to collect information on them and on some local indicators.
- 4.3 The Council uses an electronic data collection (EDC) spread sheet to show our current and historic performance against selected national indicators and local performance indicators.
- 4.4 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

**5. Key Issues**Basis of Quarterly Reporting

- 5.1 In moving the agenda forward, the Council looked to address the following:
- (a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
  - (b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.



- (c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
- (d) The development of links to how the Council is performing in its key delivery projects.
- 5.2 Member involvement in monitoring performance for the remainder of the 2008/09 reporting year will involve:

Quarter	Period	Member Group	Purpose of Reporting
4	Jan – Mar	July Overview & Scrutiny Committee / Executive Committee	Receive annual outturn statistics Analyse exception report

#### The Exception Report

- 5.3 The exception report compares the current quarter outturn to the same period last year and highlights those indicators that have either improved or declined in performance when compared to the same quarter last year. The report also compares the final outturn with the target and highlights those which have exceeded their target and those which have not.

#### 6. **Other Implications**

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

Social Inclusion : None specific.

#### 7. **Lessons Learnt**

It became apparent that the Council required guidance on performance and as such a performance management framework document has been drafted. This document is to be reported on at Full Council in July 2009.

#### 8. **Background Papers**

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

9. **Consultation**

There has been no consultation other than with relevant Borough Council Officers.

10. **Author of Report**

The author of this report is Tracy Beech (Policy Officer), who can be contacted on ext. 3182 (e-mail: [tracy.beech@redditchbc.gov.uk](mailto:tracy.beech@redditchbc.gov.uk)) for more information.

11. **Appendices**

Exception Report – Corporate Performance Indicators 1 April 2008 to 31 March 2009

Indicators which have improved compared to the same quarter last year

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
<b>Environment &amp; Planning Services Directorate</b>										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Kilogrammes of household waste collected per head	BV084a	362	374	▲	355	373	415	409	374	
Percentage of population resident in area served by a kerbside recyclable collection	BV091a	99.43%	93.59%	▲	100%	100%	82.80%	93.73%	94.37%	
The percentage of new homes built on previously developed land	BV106	88.12%	82.00%	▲	Not set	93.1%	95.04%	91.63%	82.00%	Annual figure 1 April 08 to 31 March 09
Number of vehicles classed as abandoned and subsequently removed	ET08c	66	155	▲			238	200	155	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000		1,241,132	1,498,838	1,474,325	Due to the fact that not all claims were received as at 28th April the final figure could not be produced. However as at 31st July late claims changed the figure to 1,616,089. Usage has increased but not in line with expectations due to the inception of the new national concessionary scheme. This has also had an effect on budget outturns as the inflationary increase that was forecast did not occur.
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%					
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%					
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%					
<b>Deputy Chief Executive Directorate</b>										

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	BVPI 2b	84.21%	78.95%	▲		84%	58%	79%	79%	The authority is in the process of formulating the three year rolling plan for impact assessments, these will be in place by the end of May 2009. An equalities training program will be adopted by the authority firstly focusing on Disability awareness. The authority has appointed Equality Champions who are going to be undertaking an NVQ in Equality and Diversity, this will be accredited by Warwick University. The Single Equalities Scheme is currently out for Consultation, this will be finalised and adopted by the authority in September 2009.
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	BVPI 8	91.62%	90.64%	▲	94.5%		93.71%	94.1%	90.6%	
The percentage of Council Tax collected by the Authority in the year	BVPI 9	97.10%	96.97%	▲	98.50%		97.79%	96.67%	96.97%	
Number of reported incidents of criminal damage	LPSA2/A.4.a	1309	1,505	▲	1,495		1,738	1,678	1,505	
Number of reported incidents of theft of vehicles	LPSA2/A.4.b	189	204	▲	222		235	187	204	
Number of reported incidents of domestic burglary	LPSA2/A.4.d	283	349	▲	342		332	313	349	
Number of British Crime Survey Comparator crimes reported	CS2	3690	3,960	▲	4,741		4,350	4110	3960	
All BCS Wounding	CS3	686	780	▲				1023	780	
All BCS - Criminal Damage	CS5	1309	1,505	▲				1678	1505	
<b>Housing Leisure &amp; Customer Services Directorate</b>										
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.5	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%			77%	78.20%	

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28			20	32	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)
Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%		1.10%	1.16%	1.03%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25		18.69	20.64	23.44	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4		12.31	Not available	3.3	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	89.56%	85.39%	▲	80%		57.14%	54.00%	85.40%	Slight decrease in performance from 3rd quarter to final quarter. There was an increase of 9% (126) in the number of plumbing & carpentry jobs created from the previous 3rd quarter & although appointments increased by 5% (70), we had to reduce some appointments available as: January - for 2 days we only had one carpenter available for appointment duty; March - only 1 plumber available for one week's appointments during this month. (EDC)
Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%		98.81%	98.00%	99.00%	
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%		92.23%	95.46%	95.05%	
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%		96.22%	84.57%	88.31%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%		77.49%	77.84%	81.13%	
Number of e-enabled web payments	WMO 10	8530	5175	▲	8,282				5,175	
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									

Indicators which have improved compared to the same quarter last year

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic			Comments	
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07		2007/08
<b>Key to Symbols</b>										
Improving performance compared to same quarter last year	▲			No data available for the period		#				
Worsening performance compared to same quarter last year	▼			Not applicable for this indicator/period		NA				
No change in performance compared to same quarter last year	◄►			Data is provisional		*				

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
<b>Environment &amp; Planning Services Directorate</b>										
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV012	9.60	8.53	▼	9.77	8.40	11.53	10.62	8.53	
The percentage of local authority employees with a disability	BV016a	1.90%	2.48%	▼	2.3%	5.2%	2.20%	2.55%	2.48%	
The percentage of local authority employees from minority ethnic communities	BV017a	2.80%	3.15%	▼	3.43%	3.2%	3.50%	3.49%	3.15%	
Cost of Waste Collection per household	BV086	*£49.02	£47.82	▼	NA	£44.50	£50.54	£49.01	£47.82	Provisional outturn figure -accounts not completed for year
The percentage of appeals allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	BV204	44.44%	41.00%	▼	33%	25.9%	15%	%	41%	
Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	BV216b	1.59%	4.11%	▼		11.0%	6.2%*	11%	4.11%	
Number of Dial-A-Ride passenger trips per year	ET09	36,591	39,678	▼	42,000		31,471	37,707	39,678	Final quarter showed drop in passenger numbers mainly due to inclement weather in January and February and the loss of some passenger groups. Target for 09 / 10 revised based on previous three year trend
Total number of uses of Shopmobility	ET11	20,494	21,705	▼	23,000		23,180	22,611	21,705	The final quarter showed drop in user numbers likely due to the inclement weather in January and February and current financial climate.
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	93.75%	▼	65%					
<b>Deputy Chief Executive Directorate</b>										
The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	96.86%	98.00%	▼	99.00%	#	98.60%	97.60%	98.00%	Only % figure available 4th Quarter = 96.86% - all claims corrected before payment (EDC)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	65.24%	69.46%	▼	89.00%	#	85.93%	no figures available	69.46%	
Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	BVPI 79b(ii)	24.26%	26.39%	▼	To be set	#	35.09%	no figures available	26.39%	
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	80%	81.03%	▼	80.00%	NA	61.73%	66.81	81.03%	80% figure calculated by IBS report tool but no workings provided (EDC)

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
All BCS Vehicle Crime	CS4	790	737	▼				688	737	
<b>Housing Leisure &amp; Customer Services Directorate</b>										
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	97.36%	98.53%	▼	98.6%	99.0%	98.00%	98%	98.53%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	BVPI 66b	8.60%	8.51%	▼	8.5%	3.3%	7.47%	8.00%	8.51%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
Percentage of local authority tenants who have had Notices Seeking Possession served	BVPI 66c	2.73%	2.54%	▼	3.5%	14.0%	3.19%	2.37%	2.54%	
The average length of stay in B & B (weeks)	LIB 219	4.79	1.80	▼	3	NA	3.01	3.61	1.80	The 1st quarter performance was made up of one applicant in B&B for a considerable time. Since then we have reduced the use of B&B which has kept the average above target over the year. (EDC)
Rent arrears as a percentage of rent roll	LIB 231	3.38%	2.98%	▼	2.80%	NA	2.56%	3.49%	2.98%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The percentage of Lifeline Controller responses within 60 seconds of call	HH 04 (LL)	98.65%	98.67%	▼	98.5%	NA	98.97%	98.62%	98.67%	
Care and Repair - average length of time from first contact to completion (weeks)	HH 13	25.29	21.98	▼	32	NA	29.21	23.69	21.98	
Total concessionary use of sports and leisure facilities	LT 1	49,732	56,234	▼	45,437	NA	31,531	61,909	56,234	Figures include 1 less sports centre facility due to operation returning to school (EDC)
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
<b>Key to Symbols</b>										
Improving performance compared to same quarter last year	▲				No data available for the period	#				



Indicators which have declined when compared to same quarter last year

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Worsening performance compared to same quarter last year	▼			Not applicable for this indicator/period		NA				
No change in performance compared to same quarter last year	◄►			Data is provisional		*				

Indicators which have improved against target  
and those which have declined against target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
<b>PERFORMANCE INDICATORS WHICH MET THE ANNUAL TARGET</b>										
<b>Environment &amp; Planning Services Directorate</b>										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV012	9.60	8.53	▼	9.77	8.40	11.53	10.62	8.53	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	BV062 (former)	4.68%	8.02%	▼	3%	NA	2.25%	3.17%	8.02%	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000	NA	1,241,132	1,498,838	1,474,325	Due to the fact that not all claims were received as at 28th April the final figure could not be produced. However as at 31st July late claims changed the figure to 1,616,089. Usage has increased but not in line with expectations due to the inception of the new national concessionary scheme. This has also had an effect on budget outturns as the inflationary increase that was forecast did not occur.
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%	NA	NA	NA	50.00%	
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	93.75%	▼	65%	NA	NA	NA	93.75%	
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%	NA	NA	NA	96.43%	
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%	NA	NA	NA	3.00%	
<b>Deputy Chief Executive Directorate</b>										
Number of reported incidents of criminal damage	LPSA2/A.4.a	1,309	1,505	▲	1,495		1,738	1,678	1,505	
Number of reported incidents of theft of vehicles	LPSA2/A.4.b	189	204	▲	222		235	187	204	
Number of reported incidents of domestic burglary	LPSA2/A.4.d	283	349	▲	342		332	313	349	
Number of British Crime Survey Comparator crimes reported	CS2	3,690	3,960	▲	4,741		4,350	4,110	3,960	
<b>Housing Leisure &amp; Customer Services Directorate</b>										
Percentage of local authority tenants who have had Notices Seeking Possession served	BVPI 66c	2.73%	2.54%	▼	3.5%	14.0%	3.19%	2.37%	2.54%	

Indicators which have improved against target **and** those which have declined against target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
The number of people sleeping rough on a single night within the area of the local authority	BVPI 202	0	0	◀▶	1	0.0	0	0	0	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.50	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%	NA	#	77%	78.22%	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28	NA	#	20	32.04	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)
Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%	NA	1.10%	1.16%	1.03%	
The percentage of Lifeline Controller responses within 60 seconds of call	HH 04 (LL)	98.65%	98.67%	▼	98.5%	NA	98.97%	98.62%	98.67%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25	NA	18.69	20.64	23.44	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	25.29	21.98	▼	32	NA	29.21	23.69	21.98	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4	NA	12.31	Not available	3.29	
Percentage of children 0-4 years living in the Cherry Trees catchment area accessing Children's Centre Services	HH 15i	72.11%	#		70%	NA	90.40%	56.10%	111.50%	
Percentage of children 0-4 years living in the Holly Trees catchment area accessing Children's Centre Services	HH 15ii	76.83%	#		70%	NA	NA	NA	91.00%	

Indicators which have improved against target  
and those which have declined against target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Percentage of children 0-4 years living in the Woodlands catchment area accessing Children's Centre Services	HH15 iv	50.72%	#		50%	NA	NA	NA	NA	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	89.56%	85.39%	▲	80%	NA	57.14%	54.00%	85.39%	Slight decrease in performance from 3rd quarter to final quarter. There was an increase of 9% (126) in the number of plumbing & carpentry jobs created from the previous 3rd quarter & although appointments increased by 5% (70), we had to reduce some appointments available as: January - for 2 days we only had one carpenter available for appointment duty; March - only 1 plumber available for one week's appointments during this month. (EDC)
Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%	NA	98.81%	98.00%	99.54%	
Total concessionary use of sports and leisure facilities	LT 1	49,732	56,234	▼	45,437	NA	31,531	61,909	56,234	Figures include 1 less sports centre facility due to operation returning to school (EDC)
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%	NA	92.23%	95.46%	95.05%	
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%	NA	96.22%	84.57%	88.31%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%	NA	77.49%	77.84%	81.13%	
Number of e-enabled web payments	WMO 10	8,530	5,175	▲	8,282	NA	#	#	5,175	
Number of households living in temporary accommodation	NI 156	10	NA		24					We have over achieved on this indicator as the focus is now on homelessness prevention & early intervention through the level and in-depth Housing advice we are providing. (EDC)
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
<b>Key to Symbols</b>										
Improving performance compared to same quarter last year	▲		No data available for the period	#						
Worsening performance compared to same quarter last year	▼		Not applicable for this indicator/period	NA						
No change in performance compared to same quarter last year	◄►		Data is provisional	*						

Indicators which have improved against target **and** those which have declined against target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
<b>PERFORMANCE INDICATORS WHICH DID NOT MEET THE ANNUAL TARGET</b>										
<b>Environment &amp; Planning Services Directorate</b>										
The percentage of the top paid 5% of local authority staff who are from an ethnic minority	BV011b	0.00%	0.00%	◀▶	1.67%	3.6%	1.67%	1.75%	0.00%	
The percentage of the top paid 5% of local authority staff who have a disability	BV011c	0.00%	0.00%	◀▶	1.67%	6.4%	1.67%	2.22%	0.00%	
The percentage of local authority employees with a disability	BV016a	1.90%	2.48%	▼	2.3%	5.2%	2.20%	2.55%	2.48%	
The percentage of local authority employees from minority ethnic communities	BV017a	2.80%	3.15%	▼	3.43%	3.2%	3.50%	3.49%	3.15%	
The number of private sector vacant dwellings returned into occupation or demolished during the financial year as a direct result of local authority action	BV064	0	0	◀▶	1	53.3	1	0	0	
Kilogrammes of household waste collected per head	BV084a	362	374	▲	355	373	415	409	374	
Percentage of population resident in area served by a kerbside recyclable collection	BV091a	99.43%	93.59%	▲	100%	100%	82.80%	93.73%	94.37%	
The percentage of appeals allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	BV204	44.44%	41.00%	▼	33%	25.9%	15%	%	41%	
The local authority's score against a 'quality of planning services' checklist	BV205	0.00%	0.00%	◀▶	100%	100%	94.44%	94.44%	94.44%	
Number of Dial-A-Ride passenger trips per year	ET09	36,591	39,678	▼	42,000	NA	31,471	37,707	39,678	Final quarter showed drop in passenger numbers mainly due to inclement weather in January and February and the loss of some passenger groups. Target for 09 / 10 revised based on previous three year trend (EDC)
Total number of uses of Shopmobility	ET11	20,494	21,705	▼	23,000	NA	23,180	22,611	21,705	The final quarter showed drop in user numbers likely due to the inclement weather in January and February and current financial climate. (EDC)
Working age people on out of work benefits	NI 152	13.20%	NA		9%					Data provided by WCC. Data relates to period Nov 07 - Aug 08. Apr 08 - Mar 09 data expected August 09
Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)	NI 188	0	NA		Level 1					This is on target, and we have already completed some actions to achieve Level 1 - which is our target for 2009/10.

Indicators which have improved against target  
**and** those which have declined against target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Residual household waste per household (kg)	NI 191	*566.74	NA		585					Some of the figures are estimates at this time and subject to final figures being sent through
Percentage of household waste sent for reuse, recycling and composting	NI 192	31.43%	NA		33%					
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	7.28%	#		4.00%					Initial target was based on estimated modelling separating litter from detritus. After a year of implementation we are now in a position to set more accurate targets.
Improved street and environmental cleanliness - graffiti	NI 195(c)	0.61%	#		0.50%					
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0.22%	#		0%					
<b>Deputy Chief Executive Directorate</b>										
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	BVPI 8	91.62%	90.64%	▲	94.5%	#	93.71%	94.1%	90.6%	
The percentage of Council Tax collected by the Authority in the year	BVPI 9	97.10%	96.97%	▲	98.50%	#	97.79%	96.67%	96.97%	
The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	96.86%	98.00%	▼	99.00%	#	98.60%	97.60%	98.00%	Only % figure available 4th Quarter = 96.86% - all claims corrected before payment (EDC)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	65.24%	69.46%	▼	89.00%	#	85.93%	no figures available	69.46%	
Net additional homes provided	NI 154	99	NA		1830					Annual figure for the period 1 April 08 to 31 March 09
Number of affordable homes delivered (gross)	NI 155	10	NA		31					Nil return for Q4 due to delay in housing developers programmes and also sites being mothballed due to "credit crunch" which has caused programme slippage. Units which were forecasted to complete at this time have slipped into 2009/10.
<b>Housing Leisure &amp; Customer Services Directorate</b>										
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	97.36%	98.53%	▼	98.6%	99.0%	98.00%	98%	98.52%	Housing Benefit (HB) claims increased by 40% due to the economic down turn. In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homelessness cases see separate report. (EDC)

Indicators which have improved against target  
and those which have declined against target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	BVPI 66b	8.60%	8.51%	▼	8.5%	3.3%	7.47%	8.00%	8.51%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The average length of stay in B & B (weeks)	LIB 219	4.79	1.80	▼	3	NA	3.01	3.61	1.8	The 1st quarter performance was made up of one applicant in B&B for a considerable time. Since then we have reduced the use of B&B which has kept the average above target over the year. (EDC)
Rent arrears as a percentage of rent roll	LIB 231	3.38%	2.98%	▼	2.80%	NA	2.56%	3.49%	2.98%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
Percentage of children 0-4 years living in the Oak Trees	HH 15iii	55.35%	#		70%	NA	NA	NA	NA	Underachieved due to long term staff sickness
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
<b>Key to Symbols</b>										
Improving performance compared to same quarter last year	▲		No data available for the period	#						
Worsening performance compared to same quarter last year	▼		Not applicable for this indicator/period	NA						
No change in performance compared to same quarter last year	◄►		Data is provisional	*						

Indicators improved on same quarter last year  
and exceeded target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
<b>Environment &amp; Planning Services Directorate</b>										
The percentage of the top paid 5% of local authority staff who are women	BV011a	54.05%	52.78%	▲	39%	35.3%	40.00%	38.60%	52.78%	
The percentage of local authority employees retiring on the grounds of ill health as a percentage of the total workforce	BV015	0.10%	0.53%	▲	0.4%	0.0%	0.43%	0.15%	0.53%	
Number of concessionary journeys per year	ET15	1,614,815	1,474,325	▲	1,450,000	NA	1,241,132	1,498,838	1,474,325	Due to the fact that not all claims were received as at 28th April the final figure could not be produced. However as at 31st July late claims changed the figure to 1,616,089. Usage has increased but not in line with expectations due to the inception of the new national concessionary scheme. This has also had an effect on budget outturns as the inflationary increase that was forecast did not occur.
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	50.00%	▲	60%	NA	#	#	50.00%	
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	96.43%	▲	80%	NA	#	#	96.43%	
Improved street and environmental cleanliness - levels of litter	NI 195(a)	2.94%	3.00%	▲	6.00%	NA	#	#	3.00%	
<b>Deputy Chief Executive Directorate</b>										
Number of reported incidents of criminal damage	LPSA2/A.4.a	1309	1,505	▲	1,495		1,738	1,678	1,505	
Number of reported incidents of theft of vehicles	LPSA2/A.4.b	189	204	▲	222		235	187	204	
Number of reported incidents of domestic burglary	LPSA2/A.4.d	283	349	▲	342		332	313	349	
Number of British Crime Survey Comparator crimes reported	CS2	3690	3,960	▲	4,741		4,350	4110	3960	
<b>Housing Leisure &amp; Customer Services Directorate</b>										
Percentage of local authority tenants evicted as a result of rent arrears	BVPI 66d	0.03%	0.04%	▲	1%	0.1%	0.54%	0.02%	0.04%	
Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	27.46	34.50	▲	34	24.0	66.14	29.94	34.50	
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BVPI 213	7.69	4.24	▲	4.3	5.0	2.22	2.89	4.24	We have over achieved on this indicator due to the way we now process homeless applications the focus is now on prevention and early intervention (EDC)
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	78.22%	▲	83%	NA	NA	77%	78.22%	



INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	32.04	▲	28	NA	NA	20	32.04	A slight drop in performance of 0.5 days from the previous 3rd quarter. Although in the final quarter we increased the number of jobs completed by from the 3rd quarter, the time taken to finish these increased. Operations Supervisor considers we struggle to meet targets on some carpentry & plastering jobs: staffing issues, plus, plastering works taking longer than anticipated once work has started on site. (EDC)
Void loss expressed as a percentage of gross rent	HH 2 (RENT)	0.88%	1.03%	▲	1.08%	NA	1.10%	1.16%	1.03%	
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	22.98	23.44	▲	25	NA	18.69	20.64	23.44	
Equipment and Adaptations - average number of weeks from receipt of all recommendations to completion of works	HH 14	2.14	3.29	▲	4	NA	12.31	Not available	3.29	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	89.56%	85.39%	▲	80%	NA	57.14%	54.00%	85.39%	Slight decrease in performance from 3rd quarter to final quarter. There was an increase of 9% (126) in the number of plumbing & carpentry jobs created from the previous 3rd quarter & although appointments increased by 5% (70), we had to reduce some appointments available as: January - for 2 days we only had one carpenter available for appointment duty; March - only 1 plumber available for one week's appointments during this month. (EDC)
Percentage of repair appointments made that were kept by RBC	HH 18	100%	99.54%	▲	98%	NA	98.81%	98.00%	99.54%	
One Stop Shop: Customer satisfaction	WMO 3	95.19%	95.05%	▲	92%	NA	92.23%	95.46%	95.05%	
Enquiries dealt with at first point of contact	WMO 4	92.86%	88.31%	▲	80%	NA	96.22%	84.57%	88.31%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	82.46%	81.13%	▲	80%	NA	77.49%	77.84%	81.13%	
Number of e-enabled web payments	WMO 10	8530	5,175	▲	8,282	NA			5,175	
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket									
<b>Key to Symbols</b>										
Improving performance compared to same quarter last year	▲				No data available for the period	#				
Worsening performance compared to same quarter last year	▼				Not applicable for this indicator/period	NA				

Indicators improved on same quarter last year  
and exceeded target

**Exception Report - Corporate Performance Indicators 1 April 2008 to 31 March 2009**

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
No change in performance compared to same quarter last year	◀▶			Data is provisional		*				

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08	
<b>Environment &amp; Planning Services Directorate</b>										
The percentage of local authority employees with a disability	BV016a	1.90%	2.48%	▼	2.3%	5.2%	2.20%	2.55%	2.48%	
The percentage of local authority employees from minority ethnic communities	BV017a	2.80%	3.15%	▼	3.43%	3.2%	3.50%	3.49%	3.15%	
The percentage of appeals allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	BV204	44.44%	41.00%	▼	33%	25.9%	15%	50%	41.00%	
Number of Dial-A-Ride passenger trips per year	ET09	36,591	39,678	▼	42,000	NA	31,471	37,707	39,678	Final quarter showed drop in passenger numbers mainly due to inclement weather in January and February and the loss of some passenger groups. Target for 09 / 10 revised based on previous three year trend (EDC)
Total number of uses of Shopmobility	ET11	20,494	21,705	▼	23,000	NA	23,180	22,611	21,705	The final quarter showed drop in user numbers likely due to the inclement weather in January and February and current financial climate. (EDC)
<b>Deputy Chief Executive Directorate</b>										
The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	96.86%	98.00%	▼	99.00%	#	98.60%	97.60%	98.00%	Only % figure available 4th Quarter = 96.86% - all claims corrected before payment (EDC)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BVPI 79b(i)	65.24%	69.46%	▼	89.00%	#	85.93%	no figures available	69.46%	
<b>Housing Leisure &amp; Customer Services Directorate</b>										
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	BVPI 66a	97.36%	98.53%	▼	98.6%	99.0%	98.00%	98%	98.53%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)
The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	BVPI 66b	8.60%	8.51%	▼	8.5%	3.3%	7.47%	8.00%	8.51%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see separate report. (EDC)

INDICATOR DESCRIPTION	INDICATOR REFERENCE	Current				Historic				Comments	
		1 April 2008 31 Mar 2009	1 April 2007 31 Mar 2008	Direction of Travel	TARGET 2008/09	BEST QUARTILE 2007/08	2005/06	2006/07	2007/08		
The average length of stay in B & B (weeks)	LIB 219	4.79	1.80	▼	3	NA	3.01	3.61	1.80	The 1st quarter performance was made up of one applicant in B&B for a considerable time. Since then we have reduced the use of B&B which has kept the average above target over the year. (EDC)	
Rent arrears as a percentage of rent roll	LIB 231	3.38%	2.98%	▼	2.80%	NA	2.56%	3.49%	2.98%	Housing Benefit (HB) claims increased by 40% due to the economic down turn, In agreement with Housing & Housing Benefit it was jointly agreed to prioritise private sector landlords HB claims to reduce the number of potential Homeslessness cases see seperate report. (EDC)	
(EDC) - Comment made in EDC / (PC) - Policy comment	Included in CMT basket										
<b>Key to Symbols</b>											
Improving performance compared to same quarter last year	▲	No data available for the period				#					
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period				NA					
No change in performance compared to same quarter last year	◄►	Data is provisional				*					

## Executive Committee

All Wards

12 August 2009

### MAINTENANCE OF UN-ADOPTED PAVED AREAS

(Report of the Director of Housing, Leisure and Customer Services)

#### 1. Summary of Proposals

To undertake maintenance of un-adopted paved areas that fall within this Council's ownership. The majority of hazards are identified by this Council's regular highways inspection regime. Future years expenditure is required to cater for a continuous improvement programme (e.g. resurfacing), where design life of pavements is coming to an end.

#### 2. Recommendations

**The Committee is asked to RECOMMEND that**

**an annual budget of £100k for three years (2009 to 2012) be allocated from HRA reserves to facilitate the timely repair and maintenance of Council owned, un-adopted, paved area assets.**

#### 3. Financial, Legal, Policy, Risk and Sustainability Implications

##### Financial

- 3.1 The Council has obligations as owners of private highways assets to maintain them in a condition fit for purpose. There is a need for balancing investment needs against risk factors to reduce the overall financial impact.

##### Legal

- 3.2 There is a legal requirement to have an effective and coherent policy in respect of inspections to ensure that they are regularly visited on an annualised basis. The policy in 3.4 below has been in operation for many years, in the light of experience and susceptibility to risks.
- 3.3 Where repairs are considered necessary, current legislation has to be taken into account as opposed to straight replacement (e.g. Disability Discrimination Act (DDA) arrangements)

# Executive

## Committee

12 August 2009

---

### Policy

- 3.4 The Council is required to monitor asset conditions on a regular basis and currently carries out monthly inspection in respect of the District Shopping Centres and Arrow Valley Park (main circular route) and six-monthly, all other Council owned areas.

### Risk

- 3.5 Failures to adhere to agreed minimum standards are likely to give rise to increased risks from Health and Safety issues and of insurance claims in respect of injury to persons and/or property. If the level of claims is allowed to significantly increase, there is a strong likelihood that either insurance cover will be withdrawn, or premiums disproportionately raised as a consequence.

### Sustainability / Environmental

- 3.6 Effective maintenance of the street scene contributes to improved perceptions of well-being, community safety and for residential areas, a greater degree of civic pride.

### Report

#### **4. Background**

- 4.1 The Council's asset base has increased over the years, principally as a result of Housing Transfer. Consequently there is now a total of over 470,000sq.m of hard paved areas to be maintained, which at the former 2006 to 2009 levels of investment of £80k per annum, equates to only 17p/sq.m reducing to 15p/sq.m due to normal rises in costs during the 3-year period.
- 4.2 If using simple resurfacing as an example, it would take more than 110 years to complete renewals for the entire assets which at best only have a life expectancy of 40 years. This assumes that they were properly constructed at the outset, and does not allow for increased weights and/or volumes of traffic.
- 4.3 Some maintenance works were deferred pending previously proposed landscape and associated local improvement schemes. These have in some cases been significantly reduced in scope, thus leaving a number of problem areas to be added back into the annual programme of works.

# Executive

## Committee

12 August 2009

### 5. Key Issues

- 5.1 Although it is not intended to be addressed at this time, the bulk of these assets were acquired through housing areas. As a result of subsequent Right to Buy legislation, large parts of these are now mostly but not all in private ownership. Consequently the potential for raising funds through the Housing Revenue Account diminishes and due to previous criteria, the works for the purposes of finance were classified as capital.
- 5.2 Officers suggest that a definition be developed for future funding rounds (beyond 2012) to define how these works may be funded, reflecting also the degrees of private ownership in the various areas. Typically, minor and major reconstruction works can be expected to offer increases in design life and consequently could be defined as capital. Simple small areas of relaying slabs or pothole repairs, by their piecemeal nature, only offer short-term benefits, thus are revenue.
- 5.3 Under the New Roads and Street Works Act 1991 (NRSWA), the Council as a Street Works Manager, is entitled to be consulted and where necessary, paid appropriate fees for any persons wishing to carry out works in our private highways areas. Officers are already actively participating with Worcestershire County Council's NRSWA co-ordination meetings and intend to present to Members at a later date, a range of charges to be implemented, similar to County ones, with potential for revenues to be ploughed back into appropriate maintenance budgets.

### 6. Other Implications

- |                  |   |  |
|------------------|---|--|
| Asset Management | - | No implications have been identified.  |
| Community Safety | - | The proposals allows the Council's existing assets to be maintained to a minimum standard thereby making such areas freely accessible. |
| Sustainability   | - | Suitably maintained assets reduces the affect of collateral works on private assets thereby contributing to improved sustainability.   |
| Human Resources  | - | No implications have been identified.  |
| Social Exclusion | - | No implications have been identified.  |

# Executive

## Committee

12 August 2009

---

**7. Lessons Learnt**

- 7.1 Where large sections of slabs have needed repairs, these have been reconstructed with the more usual flexible types of construction, with reduced, future maintenance requirements.

**8. Background Papers**

None.

**9. Consultation**

- 9.1 Officers are in constant dialogue with local Ward Councillors as well as the co-ordination meetings referred to in 5.3 above. Where possible, schedules are re-programmed to take advantage of reductions in abortive works or shared improvement strategies.

**10. Author of Report**

The author of this report is Clive Wilson, Operations Manager Asset Maintenance, who can be contacted on extension 3379 (e-mail: [clive.wilson@redditchbc.gov.uk](mailto:clive.wilson@redditchbc.gov.uk) ) for more information.

**11. Appendices**

None.



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

Document is Restricted





# Overview and Scrutiny Committee

---

Wednesday, 8 July 2009

## MINUTES

### Present:

Councillor Phil Mould (Chair), Councillor David Smith (Vice-Chair) and Councillors K Banks, G Chance, R King, W Norton, J Pearce, D Taylor and D Thomas

### Also Present:

Councillor M Braley and M Collins (Vice Chair, Standards Committee)

### Officers:

S Hanley and T Kristunas

### Committee Services Officer:

J Bayley and H Saunders

## 26. APOLOGIES AND NAMED SUBSTITUTES

There were no apologies or named substitutes.

## 27. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest or of any party whip.

## 28. MINUTES

### RESOLVED that

**the minutes of the meeting of the Committee held on 17 June 2009 be confirmed as a correct record and signed by the Chair.**

## 29. ACTIONS LIST

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

.....  
Chair

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

a) Scrutiny of the Countryside Centre

The Committee was informed, in relation to Action One, that a report was due to be considered by the Executive Committee at a meeting on 22 July, recommending that the Committee approve expenditure of £10,000 for consultants to undertake a piece of work examining the management and use of the Countryside Centre. Officers had approached Councillor Anderson regarding his proposal for a scrutiny exercise to examine the usage of the Countryside Centre. He had indicated that he felt there were advantages in the Overview and Scrutiny Committee reviewing this issue.

The Chair suggested that this issue could be examined just as effectively by a Task and Finish Group and at no additional cost to the Council. He therefore suggested that a recommendation be made to the Executive Committee that the Overview and Scrutiny Committee be asked to establish a Task and Finish Group to undertake this work. The Committee unanimously agreed this suggestion.

b) National Angling Museum Domain Names

Officers updated Members under Action Three, about the purchase of the National angling Museum internet domain names. Instead of all four domain names having been purchased, the Council had only been able to buy two of the names. These had been the .org and .org.uk versions of the domain names. The more common .co.uk and .com versions had already been purchased by a different organisation. Members questioned whether the two domain names were operational. Officers confirmed that the domain names purchased by the Council were linked to the Council's Overview and Scrutiny Committee pages but did not contain any content. The other domain names were currently with a host site and would remain so until the organisation's website became live.

c) Public Transport in Redditch

Officers referred to Action Ten, regarding the Committee's request for information from the Health Authority about public transport access to the Alexandra Hospital. Officers explained that they had received a response from John Rostill, the Chief Executive of Worcestershire Acute NHS Trust, to the questions Members had formulated at a previous meeting. This response was circulated to the

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

Committee. Members noted the responses and agreed that a letter should be written to Mr Rostill stating that the Committee agreed that better public transport was needed to remedy these problems and thanking him for his response.

## **RECOMMENDED that**

**the Executive Committee be asked, under the relevant item at the meeting of the Executive Committee on 22 July, to agree to the Overview and Scrutiny Committee commissioning a Task and Finish Review of the Countryside Centre.**

## **RESOLVED that**

- 1) **a letter be written to Mr Rostill, Chief Executive of the Worcestershire Acute NHS Trust Hospitals to thank him for his response; and**
- 2) **the Actions List be noted.**

## **30. CALL-IN AND PRE-SCRUTINY**

Officers referred to the Decision Notice for the meeting of the Executive Committee held on 1 July 2009. It was explained to the Committee that a report was considered at this meeting outlining proposals for Council reinvestment due to the economic downturn. Within these proposals was the request for resources to fund the Grants Support Officer post which was recommended by the Third Sector Task and Finish Group. It was reported that the Executive Committee had approved this particular proposal which would be considered by full Council at a future meeting.

Members requested that as Overview and Scrutiny Committee meetings were held in public, where any reference to Appendices was made in the Decision Notice, these appendices should be made available at the meeting. This would ensure that any members of the public would be able to follow the discussion.

There were no call-ins or suggestions for pre-scrutiny.

## **RESOLVED that**

**appendices to reports referred to in the Decision Notice for Executive Committee meetings be made available at future Overview and Scrutiny Committee meetings.**

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

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

There were no draft scoping documents.

The Chair informed the Committee that as some of the current Task and Finish Group reviews were nearing completion, capacity would soon exist to progress new Task and Finish Reviews. He suggested that Members think about any possible ideas for scrutiny to propose for when current reviews finished.

Councillor Thomas explained that she had been very interested in the report published by the Local Government Information Unit (LGiU) regarding Local Area Agreements (LAA) in two-tier authorities. She expressed concern about the process by which LAA targets were evidenced and agreed, and the amount of opportunity Members of Redditch Borough Council were given to be involved in this process. She also explained that she had concerns about the openness and transparency of the Redditch Local Strategic Partnership (LSP). She felt that, again, many Members engaged very little with the LSP and that more should be done to offer opportunities for Member interaction with the LSP.

### **RESOLVED that**

**Councillor Thomas meet with Officers to produce a draft scoping document regarding the process of establishing the LAA targets and a review of the LSP and submit this to the Overview and Scrutiny Committee at a future meeting.**

## 32. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

a) Council Flat Communal Cleaning – Chair, Councillor P Mould

The Chair confirmed that this report would be considered by the Executive Committee at a meeting on 22 July.

b) Dial-a-Ride – Chair, Councillor R King

Councillor King informed the Committee that the Group had not met recently. However, individual members of the Group had visited the Dial-a-Ride Offices to look at how the booking system operated and for a journey on the Dial-a-Ride buses. He informed Members that the next meeting of the Group was scheduled to take place on Thursday 16 July where the

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

Group would be able to discuss their experiences of their visit to the Dial-a-Ride Offices.

c) National Angling Museum – Chair, Councillor P Mould

The Chair explained that the Group would be presenting a report at the next meeting of the Overview and Scrutiny Committee scheduled for 29 July.

d) Neighbourhood Groups – Chair, Councillor K Banks

Councillor Banks informed the Committee that the Group had held their first meeting and that they had planned a Work Programme for the exercise. She also explained that a questionnaire had been circulated for completion by Members, the Police and also Officers involved in the Neighbourhood Groups process. She urged all Members and relevant Officers to complete this questionnaire and return it as soon as possible and stressed that all answers would be kept confidential.

**RESOLVED that**

**the Task and Finish Group update reports be noted.**

**33. BUDGET STRATEGY AND BUDGET DEFICIT - DISCUSSION**

Members considered the budget strategy and deficit item on the agenda. The Chair informed the Committee that questions had been proposed for Officers to answer regarding the budget strategy process.

a) What was the intention when the Council set the three year Medium Term Financial Plan (MTFP): that it would balance; or run at a deficit; or even set a surplus?

Officers explained that the intention of the MTFP was to advise Members and other Officers of the forecast position and what actions the Council would need to take based on assumptions in the Plan. Members would be requested to take action for the forthcoming financial year in order to achieve a balanced budget in time for Council Tax setting. For the current year the Council's forecast had been for there to be a deficit and that there would be a need for the Council to make savings over time.

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

Members enquired what the deficit was. Officers explained that at the time of the report, the Plan had identified a budget gap of £630,000 for the years 2009/10, £720,000 for 2010/11, and 130,000 for 2011/12. Members asked for the current position regarding this deficit. Officers explained that owing to the savings that had already been approved by the Council, there would not be the need to make further savings until 2012/13. Officers explained that this was because when the original budget setting took place it was assumed that there would be a 2.9% pay increase. However this had now been set at 1.5%. It was important to note that the Council would need to take into consideration the costs that would be incurred through the Job Evaluation exercise in 2010.

- b) What are the “rules” for setting MTFP? Can we set a deficit in every/any year (assuming the current year must always show a balanced budget)?

Officers explained that it was possible for deficits to exist within the MTFP but these had to be addressed in the budget setting process. The Audit Commission’s Use of Resources Key Lines of Enquiry (KLOE) process also had clearly set out the requirement for the Council to manage the financial health of the organisation effectively. Members asked whether the MTFP process was based on a formula or on Officers own assumptions. Officers explained that it would be based on their estimations and on other sources. These sources included using information gathered from regular meetings with treasurers from other local authorities.

- c) At what stage does the Council have to take steps to seek a balanced budget / MTFP?

Officers confirmed that the Council had to have taken steps to seek a balanced budget by March each year for the Council Tax setting.

- d) Is there any maximum level of a deficit which can be set for each year of the MTFP?

Officers confirmed that there was not any maximum level of deficit which could be set in the Plan each year of the MTFP.



# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

- e) Is there any maximum level of planned surplus which can be set for each year of the MTFP?

Officers confirmed that there was no maximum level of planned surplus which could be set in the Plan for each year of the MTFP.

- f) How commonplace is it in local government i) to have a MTFP ii) for MTFP to have a deficit?

Officers confirmed that it was common for other local authorities to have a MTFP and for these Plans to contain a deficit.

- g) Can we see examples of other Councils MTFP to compare how they are written and set out?

Officers informed Members that there were many examples of MTFPs on the webpages of different local authorities. These ranged from simple one page reports to large reports aimed at a variety of audiences including Councillors, Officers and external partners. Officers offered to ask the Council's auditors for examples of MTFPs produced by other local authorities.

- h) What steps, if any, are the Council currently taking to address the deficit in the MTFP (if so – when will they come to the Council/Overview and Scrutiny/the Executive)?

Officers explained that the Council had already taken steps to address the deficit. Members asked if the recent interest rate drop would be likely to increase the deficit. Officers explained that this was unlikely as they had factored in the potential for decreases when the economic situation began to impact on interest rates.

- i) What are the current projections of the MTFP (have they changed for the better/for the worse)?

Officers explained that with regards to current projections of the MTFP, the Council would not need to make savings until 2012. However, this forecast would need to take into account the findings of the consultants', SERCO's, business case. The Chair questioned what would happen if inflation or wages were to rise before 2012. Officers explained that there was a £200,000 margin for 2011/12 that could cover for this

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

eventuality. However, if circumstances were to significantly change, Officers would report a revised forecast to Members.

Members commented that similar questions regarding the MTFP process had been asked by Members on previous occasions and at other meetings. They agreed that this process should be open and transparent and Members should take the opportunities that are provided to input into the process.

i)) How often will/can you report major changes to the MTFP to Council/Overview and Scrutiny/the Executive?

Officers explained that they would have to report any major changes to the MTFP for Members' consideration as soon as they occurred. Members asked what percentage pay award would result in utilisation of the £200,000 margin. Officers confirmed that a rise in 1.5% would impact significantly on this margin assuming that the Job Evaluation had an impact on the salary bill of 3%.

**RESOLVED that**

- 1) **Officers provide best practice examples of MTFP documents from other local authorities; and**
- 2) **the report be noted.**

**34. DISTRICT CENTRES TASK AND FINISH GROUP**

Officers explained that the purpose of this item was to monitor the responses to the recommendations that were made by the District Centres Task and Finish Group in June 2008.

Members asked if it would be possible to establish an improvement fund, as recommended by the Task and Finish Group. Officers confirmed that this would be possible but that a decision would be required by Council. The relevant Portfolio Holder, the Portfolio Holder for Corporate Management, commented that he believed that what was needed was a long term asset management plan for the allocation of resources and plans for the maintenance of all the Council's assets including the District Centres. He also informed the Committee that the Council had recently submitted a bid for funding from the Local Strategic Partnership to fund estate enhancements and security improvements at the Winyates Centre.

# Overview and Scrutiny Committee

Wednesday, 8 July 2009

---

**RESOLVED that**

**the report be noted.**

## **35. WMLGA - SCRUTINY SKILLS TRAINING**

The Committee received a report from Councillor Pearce regarding a training event that she had attended organised by the West Midlands Local Government Association (WMLGA).

Councillor Pearce explained that the training was very effective as it made use of interactive training techniques such as role play using actors to act out a scrutiny Committee scenario. The training demonstrated the differences between the old Committee and the new Cabinet and scrutiny system. One of the key messages from the training was the need for scrutiny Members to demonstrate political impartiality when participating in scrutiny related activities. Councillor Pearce explained that the training exercises helped participants explore some of the benefits of scrutiny and participants agreed that scrutiny enabled members to bring their own ideas to the table rather than their political party ideas.

A further message she had taken from the training was that scrutiny Members should be familiar with their Council's procedures and protocols. Councillor Pearce enquired if there was a protocol for Overview and Scrutiny at the Council. Officers confirmed that there was a procedures document for Overview and Scrutiny. However, with all of the ongoing additional changes to scrutiny processes, such as the introduction of Councillor Calls for Action (CCfA) it would not be issued until all of these new procedures had been approved by Members.

**RESOLVED that**

**the report be noted.**

## **36. REFERRALS**

There were no referrals.

# **Overview and Scrutiny Committee**

Wednesday, 8 July 2009

---

## **37. WORK PROGRAMME**

Members considered the Committee's Work Programme. They were informed that consideration of Councillor Anderson's proposed policy for the award of contracts to the Voluntary and Community Sector had been scheduled for the meeting on 29 July. However, owing to Officer availability, this had been rescheduled for the 19 August meeting.

Councillor Thomas expressed concern that neither she, nor any other member of the Third Sector Task and Finish Group, had been consulted on this proposed policy. She explained that she would be meeting with relevant Officers to discuss the need for this additional policy. It was requested that Policy Officers, Legal Services Officers section, and Councillor Anderson be invited to attend the meeting on 19 August.

The Chair suggested that as this rescheduling would make the agenda for the 19 August very full, the monitoring of the Role of the Mayor Task and Finish Group's recommendations be moved to the meeting scheduled on 23 September.

### **RESOLVED that**

**the Committee's Work Programme be noted.**

The Meeting commenced at 7.00 pm  
and closed at 8.15 pm

## Executive Committee

No direct Ward Relevance

12 August 2009

### CORPORATE SICKNESS STATISTICS

(Report of the Head of Human Resources and Communications)

#### 1. Summary of Proposals

To bring to Members' attention the current sickness statistics for the Council for the period April 2009 – June 2009 and to outline the work programme by officers to assist in the reduction of these statistics

#### 2. Recommendations

**The Committee is asked to RESOLVE that**

- 1) **the statistics be noted; and**
- 2) **the programme outlined in the report to reduce sickness absence be approved.**

#### 3. Financial, Legal, Policy, Risk and Sustainability Implications

##### Financial

- 3.1 There is a health and safety budget available. In addition funding can be obtained to target specific health promotions. There is a service level agreement in place with WCC for the provision of Occupational Health services.
- 3.2 Additional costs could be incurred through agency staff to cover sickness absence.

##### Legal

- 3.3 The Council has a current Sickness Absence Policy. There are legal implications for the Council under Health and Safety at Work Act, "duty of care" for employees.

##### Policy

- 3.4 The proposals are to review the processes but still remaining within the policy

# Executive

## Committee

12 August 2009

---

### Risk

- 3.5 There is a risk to service delivery and performance if there are high sickness levels in the organisation.
- 3.6 There are a number of changes taking pace within the authority that could impact on the future absence levels. For example Job Evaluation and Shared Services.
- 3.7 The current outbreak of Swine Flu is likely to impact on future sickness absence levels.

### Sustainability / Environmental

#### 3.5 **Report**

#### 4. **Background**

- 4.1 At the meeting of this Committee on 11 June 2008 Members requested a brief report be brought to alternate future meetings, outlining the current sickness absence statistics within the authority.

#### 5. **Key Issues**

- 5.1 Overview of sickness absence statistics are shown as Appendix 1. Details of current sickness absence statistics per department are shown at Appendix 2. A breakdown of reasons per department is shown as Appendix 3. Details of the Departmental Service Plan relating to the Introduction of a Wellbeing programme shown as Appendix 4
- 5.2 Sickness absence target for 09/10 is set at 8 days per FTE, the 1<sup>st</sup> quarter sickness absence outturn was 1.83 days per FTE, however the targets are not yet profiled to account for those quarters during the year when higher sickness absence levels are anticipated.
- 5.3 Sickness absence toolkit has been developed to assist managers managing staff through the sickness absence policy. The toolkit is available on the intranet.
- 5.4 Stress risk assessments have been introduced for all employees returning following a stress related absence. Managers are required to undertake the risk assessment with advice from Human Resources.
- 5.5 A trigger process has been implemented to ensure there is communication between, Payroll, HR Officer and Line Manager when an employee is absent with a stress related absence.

# Executive Committee

12 August 2009

- 
- 5.6 We have developed a close working relationship with the PCT and are working in partnership to promote health awareness and signpost employees to where specific support is available. In partnership with the PCT, the Healthier Lifestyles event took place at the Town Hall and Cross Gates depot in July. The event was attended by approximately 70 employees and 30 members of the public. During the event a consultation exercise was undertaken with Staff to identify future health events they would like to see arranged. A calendar of Health events is currently been drawn up and we will continue to work PCT and other partners to support and promote health and wellbeing within the workplace.
- 5.7 The current Service Level Agreement has been revised with WCC in respect of Occupational Health to enhance the service we receive at present. We will continue to utilise the service in line with our sickness absence policy and will also look to deliver sessions to support and promote health and wellbeing within the work place.
- 5.8 Sickness stats are generated to CMT every 4 weeks including a breakdown of the name of employees.
- 5.9 We have corporately signed up to the Wellness Works Programme funded by the Big Lottery funding as part of the Regional Living Well Programme, managed by the West Midland Regional Assembly. By signing up to the partnership, the Council is making a commitment to promote and protect the mental health and well-being of staff. This partnership has enabled us to access information, resources and material to support Health and Wellbeing within the organization and access Health and Wellbeing workshops for managers and employees. We are in discussion with Wellness Works to develop and deliver an ongoing programme to support employees.

### Future Development

- 5.10 The Sickness Absence policy will be reviewed in conjunction with BDC as part of harmonizing employment policies.
- 5.11 Sickness reporting will reviewed when the HR21 (including the Kiosk system) which is planned to be introduced later this year. The HR21 facility will enable the development of electronic forms and self service for employees.
- 5.12 A stress toolkit is been drafted to support managers who are working with employees who are absent from work due to stress.

# Executive Committee

12 August 2009

---

## 6. Other Implications

- Asset Management - None.
- Community Safety - None.
- Human Resources - Resources to support managers in the process, and arrangement of referrals
- Social Exclusion - None.

## 7. Lessons Learnt

- 7.1 None.

## 8. Background Papers

Records within Human Resources (some of which may be exempt)

## 9. Consultation

- 9.1 This report has been prepared in consultation with relevant Borough Council Officers.
- 9.2 Trade Union Representatives are also consulted.

## 10. Author of Report

The author of this report is Becky Barr (Human Resources and Development Manager) who can be contacted on extension 3385 (becky.barr@redditchbc.gov.uk) for more information.

## 11. Appendices

Appendix 1 – Overview of sickness absence statistics.

Appendix 2 – Details of current sickness absence statistics per department.

Appendix 3 – A breakdown of reasons per department.

Appendix 4 - Details of the Departmental Service Plan relating to the Introduction of a wellbeing programme.

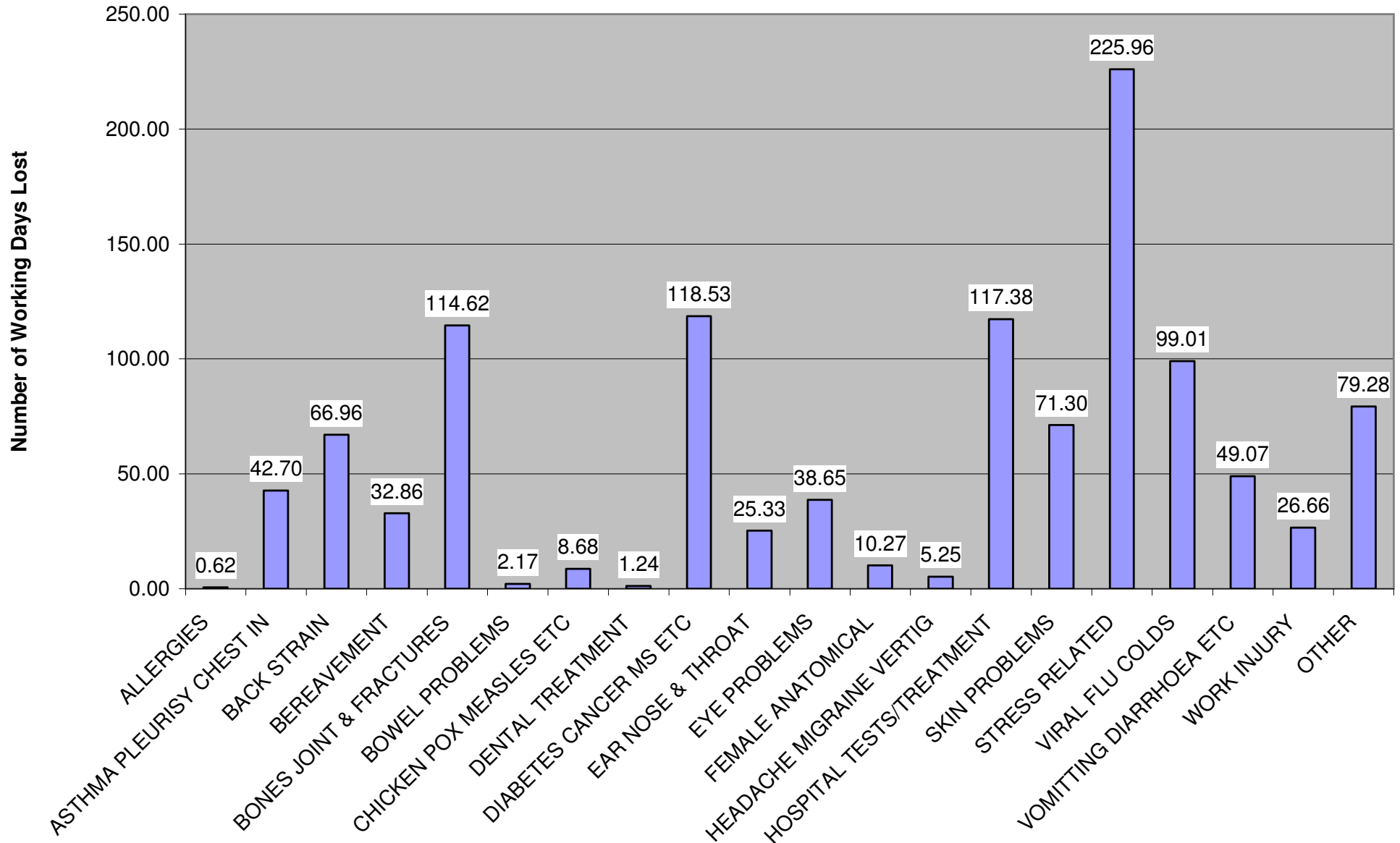


Total FTE @ June 09	Actual no of employees absent - June 09	SERVICE	Total Sickness days April 09 & on	Days per FTE - Year to Date	Projected - per FTE	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
32.48	5.00	<b>Legal, Democratic &amp; Property Services</b>	59.31	1.83	7.30	33.42	32.48	32.48								
		Short term Absences up to 28 days	40.71	1.25		22.42	9.61	8.68								
		Long term Absences 29 days+	18.60	0.57		18.60	28.83	18.60								
						1.23	1.18	0.84								
59.40	10.00	<b>Finance, Revenues &amp; Benefits</b>	96.76	1.63	6.52	57.68	59.70	59.40								
		Short term Absences up to 28 days	96.76	1.63		41.72	28.70	26.34								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.72	0.48	0.44								
83.20	7.00	<b>Asset &amp; Maintenance</b>	89.45	1.08	4.30	87.68	89.70	83.20								
		Short term Absences up to 28 days	89.45	1.08		43.67	27.28	18.50								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.50	0.30	0.22								
96.93	19.00	<b>Housing &amp; Community</b>	275.10	2.84	11.35	101.14	101.56	96.93								
		Short term Absences up to 28 days	126.82	1.31		31.44	52.73	42.65								
		Long term Absences 29 days+	148.28	1.53		37.95	46.49	63.84								
						0.69	0.98	1.10								
125.71	9.00	<b>Operations</b>	210.70	1.68	6.70	130.37	132.79	125.71								
		Short term Absences up to 28 days	121.83	0.97		32.24	55.18	34.41								
		Long term Absences 29 days+	88.87	0.71		48.51	11.69	28.67								
						0.62	0.50	0.50								
34.16	5.00	<b>Environment</b>	49.99	1.46	5.85	33.98	34.02	34.16								
		Short term Absences up to 28 days	31.39	0.92		3.10	8.68	19.61								
		Long term Absences 29 days+	18.60	0.54		0.00	0.00	18.60								
						0.09	0.26	1.12								
20.65	3.00	<b>Planning &amp; Building Control</b>	14.30	0.69	2.77	22.59	23.01	20.65								
		Short term Absences up to 28 days	14.30	0.69		7.44	4.36	2.50								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.33	0.19	0.12								
18.33	0.00	<b>Strategy &amp; Partnerships</b>	16.07	0.88	3.51	21.20	20.33	18.33								
		Short term Absences up to 28 days	16.07	0.88		9.30	6.77	0.00								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.44	0.33	0.00								
26.67	4.00	<b>HR &amp; Communications</b>	112.84	4.23	16.92	26.67	26.67	26.67								
		Short term Absences up to 28 days	19.22	0.72		9.30	0.00	9.92								
		Long term Absences 29 days+	93.62	3.51		37.20	37.82	18.60								
						1.74	1.42	1.07								
40.30	7.00	<b>Customer &amp; IT</b>	59.42	1.47	5.90	41.96	41.92	40.30								
		Short term Absences up to 28 days	59.42	1.47		31.70	18.60	9.12								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.76	0.44	0.23								
78.50	7.00	<b>Leisure &amp; Arts</b>	58.70	0.75	2.99	74.02	80.05	78.50								
		Short term Absences up to 28 days	25.05	0.32		5.55	12.62	6.88								
		Long term Absences 29 days+	33.65	0.43		16.71	3.90	13.04								
						0.30	0.21	0.25								
14.50	0.00	<b>Sure Start</b>	0.35	0.02	0.10	13.68	14.22	14.50								
		Short term Absences up to 28 days	0.35	0.02		0.00	0.35	0.00								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.00	0.02	0.00								
10.75	2.00	<b>Personal Assistant Service</b>	10.82	1.01	4.03	10.75	10.75	10.75								
		Short term Absences up to 28 days	10.82	1.01		0.62	0.00	10.20								
		Long term Absences 29 days+	0.00	0.00		0.00	0.00	0.00								
						0.06	0.00	0.95								
641.58		<b>Total Short Term Absence YTD</b>	652.19			238.50	224.88	188.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		<b>Total Long Term Absence YTD</b>	401.62			158.97	128.73	161.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		<b>TOTAL Days lost YTD</b>	1053.81			397.47	353.61	350.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		<b>BVPI 12 Sick Days Per FTE in Quarter</b>				1.83										
		<b>2009-10</b>	1101.24													
		<b>2008-09</b>	5653.10													
		<b>Year</b>	Annual													

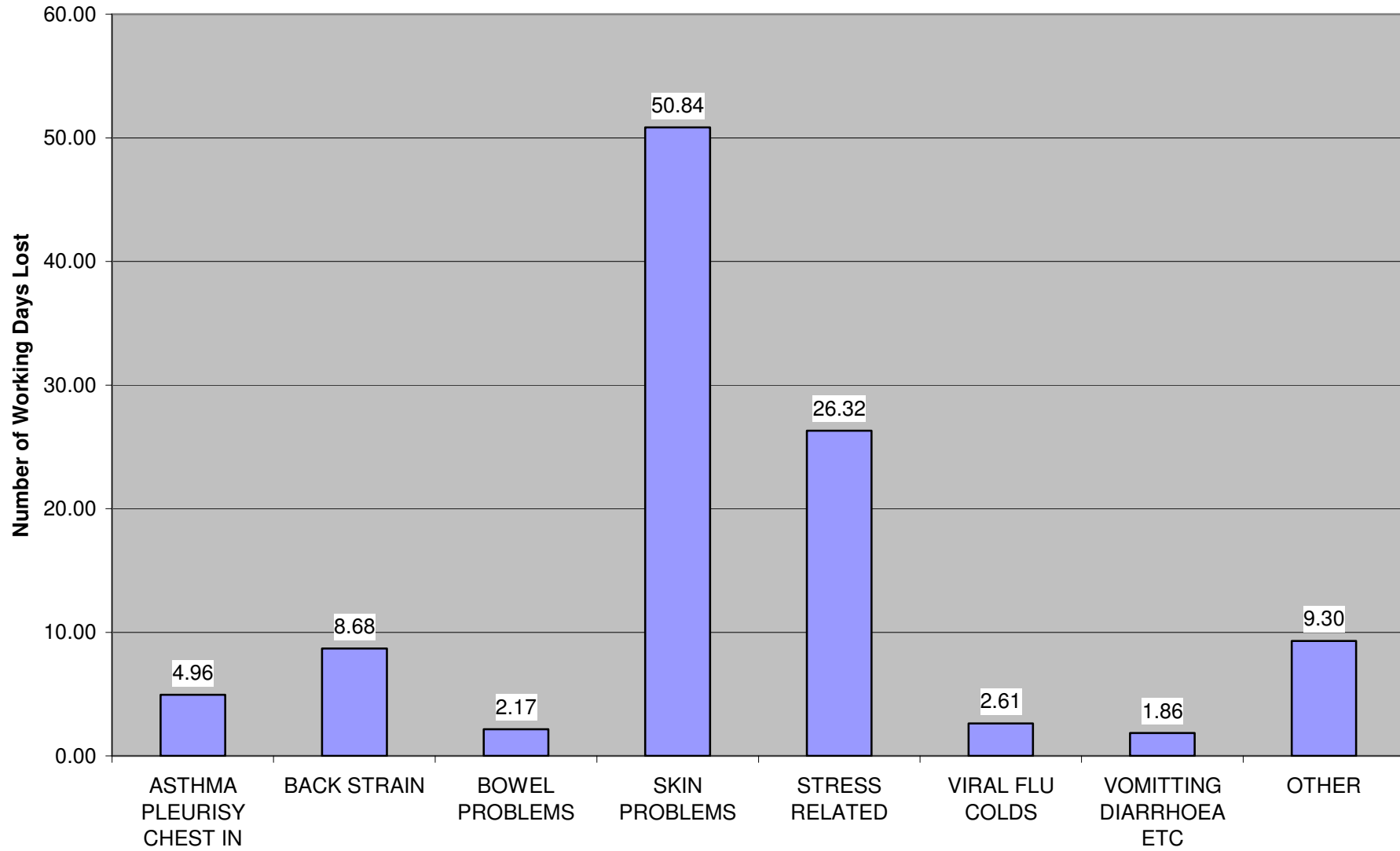
FTE June 09 641.58  
 # of Months 3  
 average



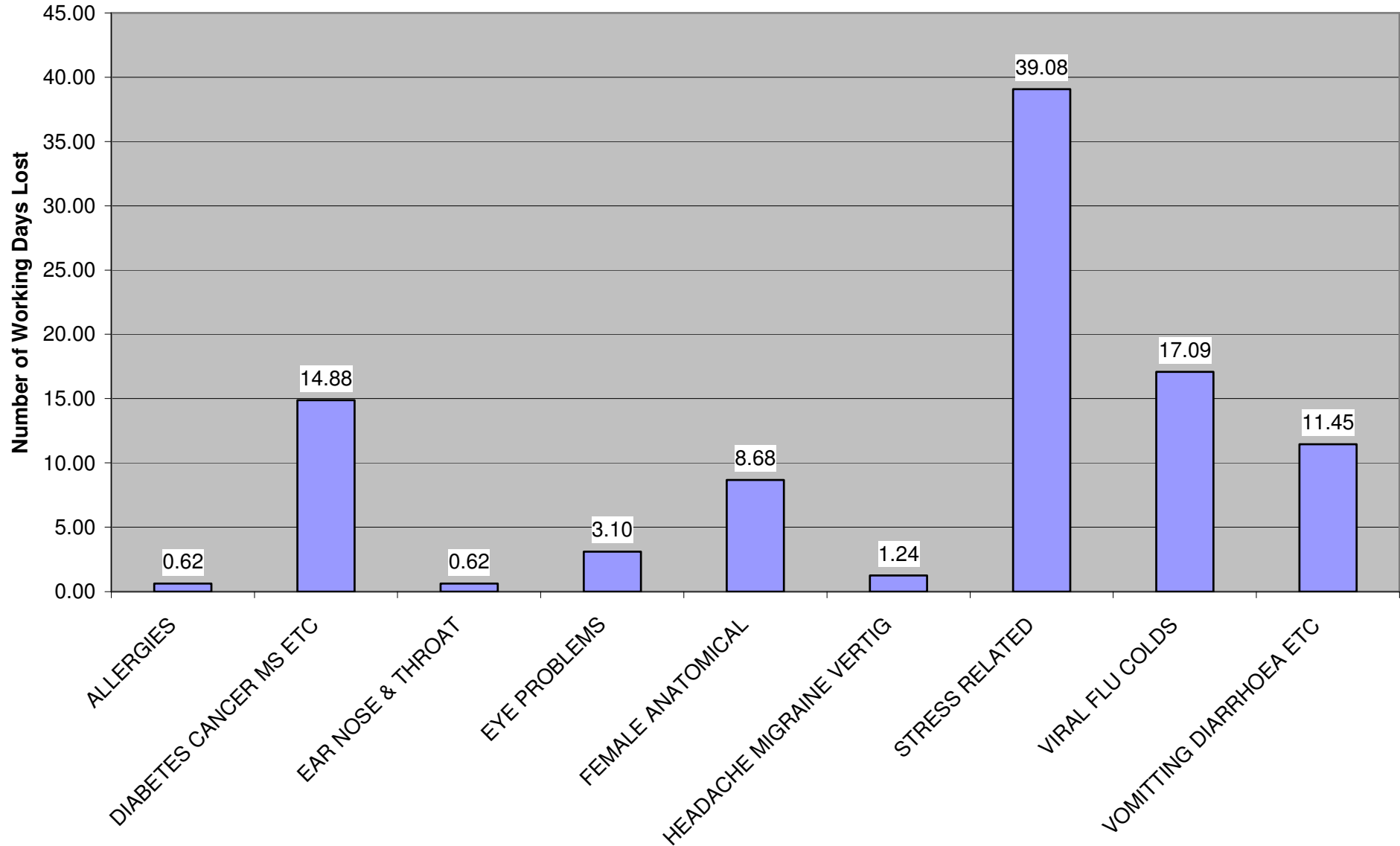
**RBC - Reasons for Sickness Absence April - June 2009**



### Legal Democratic & Property Services Sickness Absence Reasons

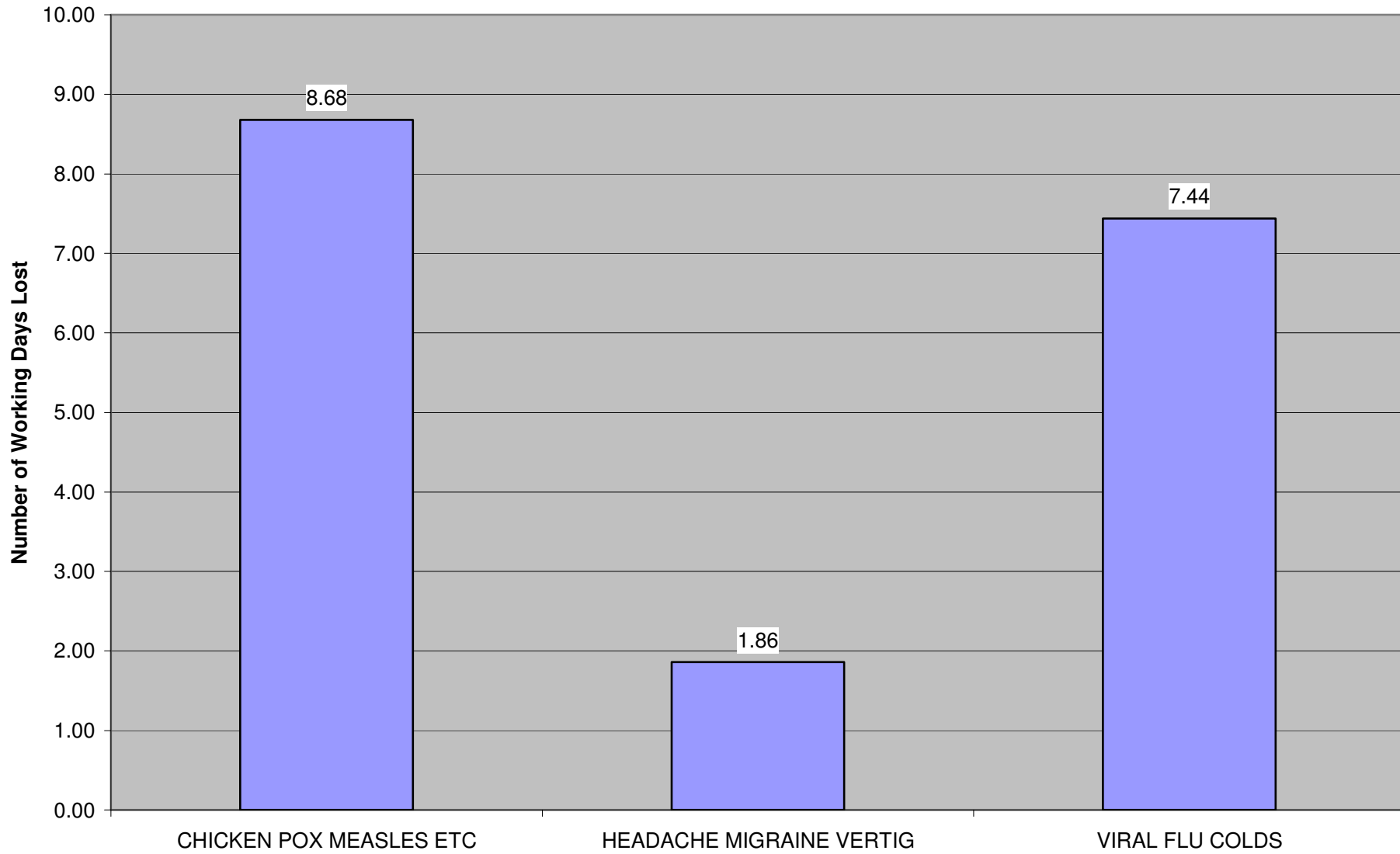


### Finance, Revenues & Benefits Services Reasons for Sickness Absence

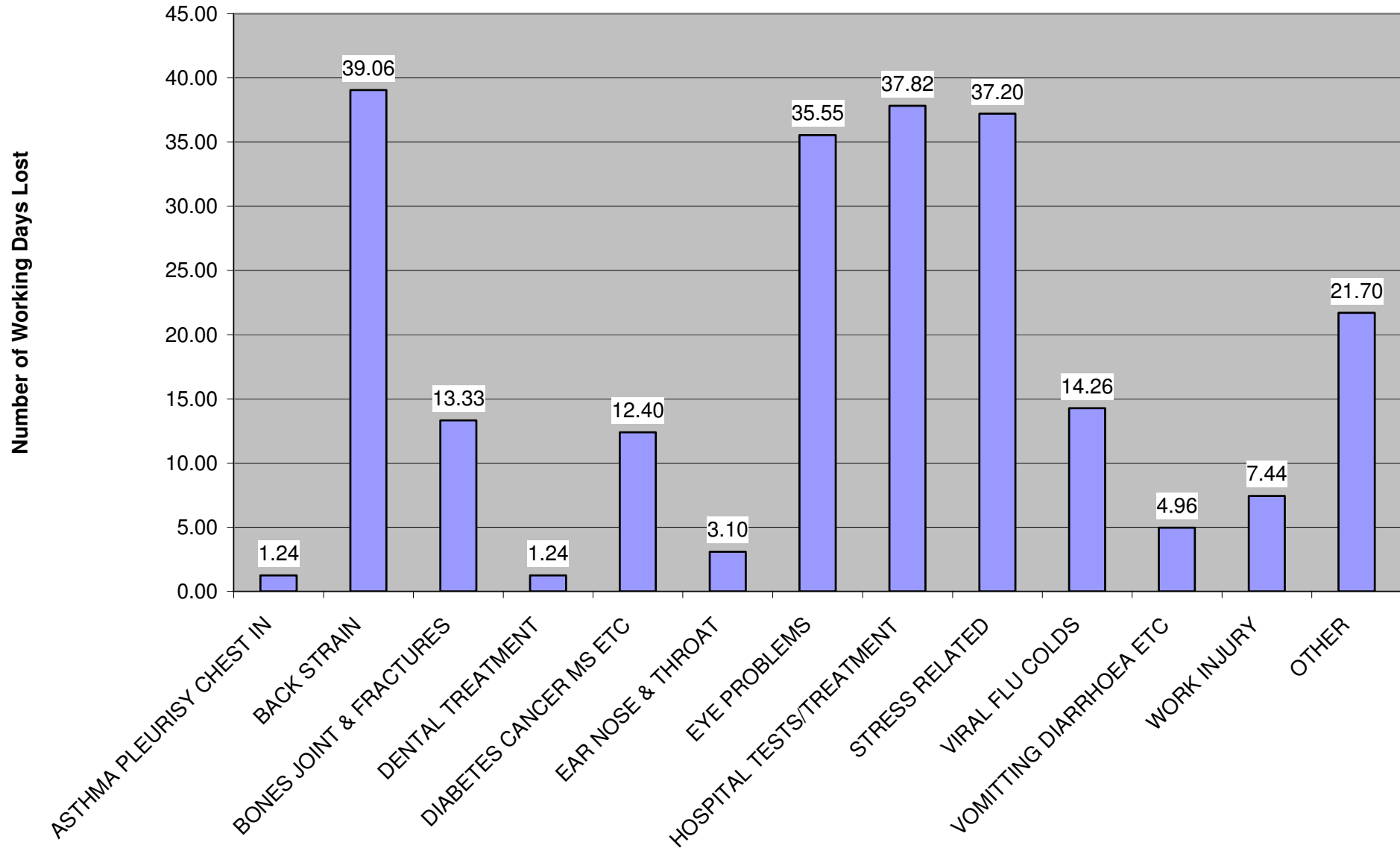


April – June 2009

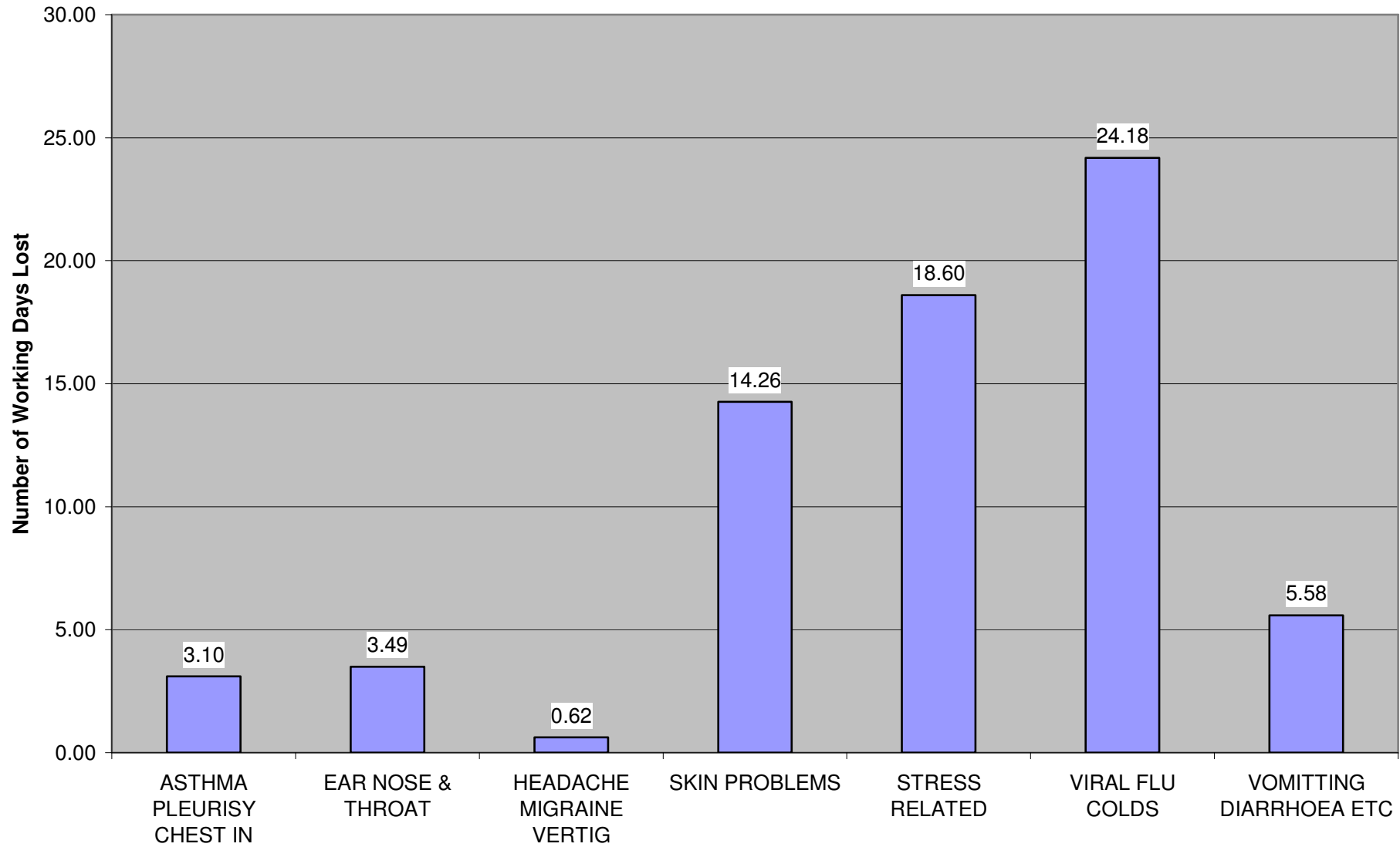
### Strategy and Partnerships Reasons for Sickness Absence



### Operations Reasons for Sickness Absence



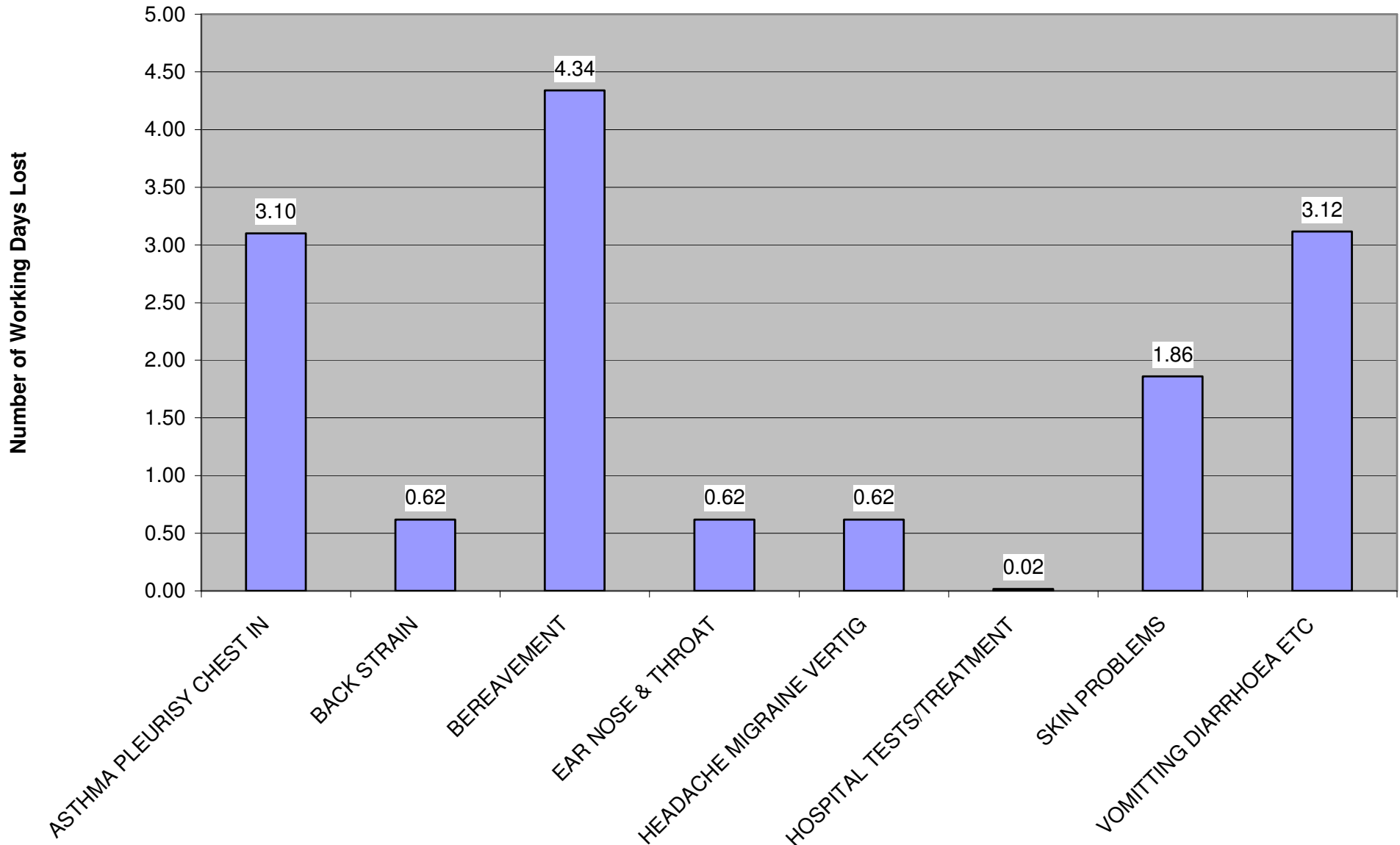
### Environment Reasons for Sickness Absence



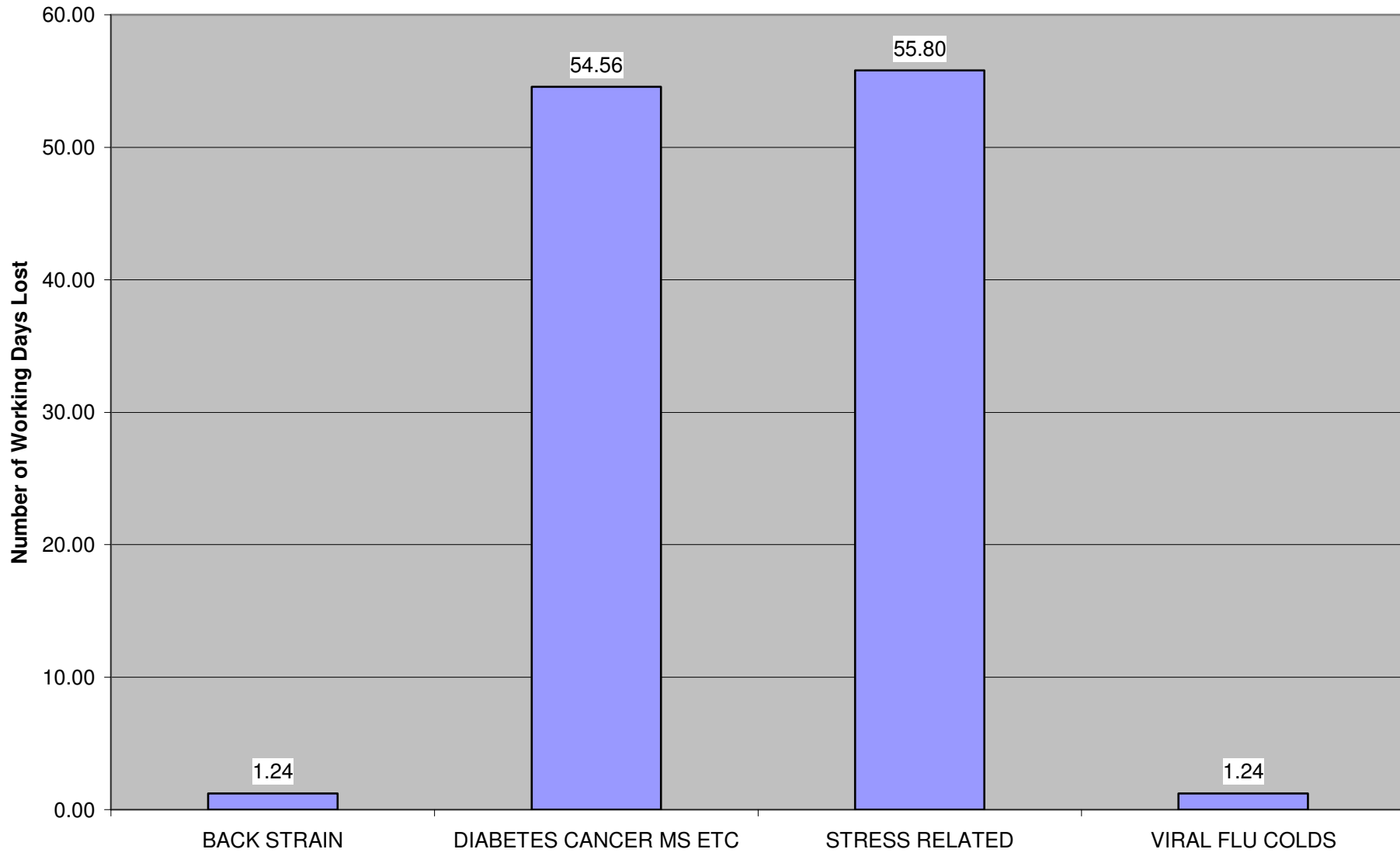
April – June 2009



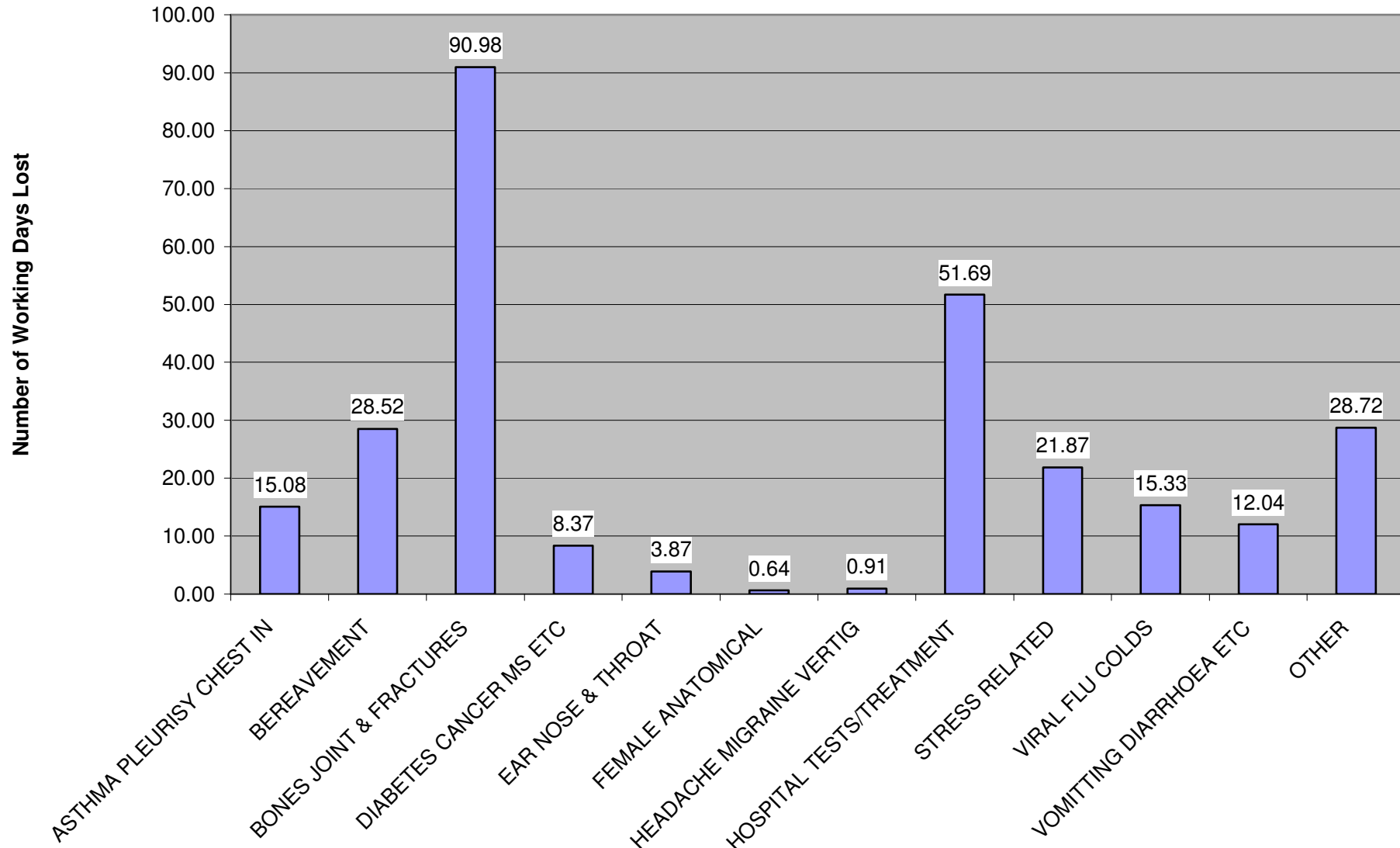
### Planning and Building Control Reasons for Sickness Absence



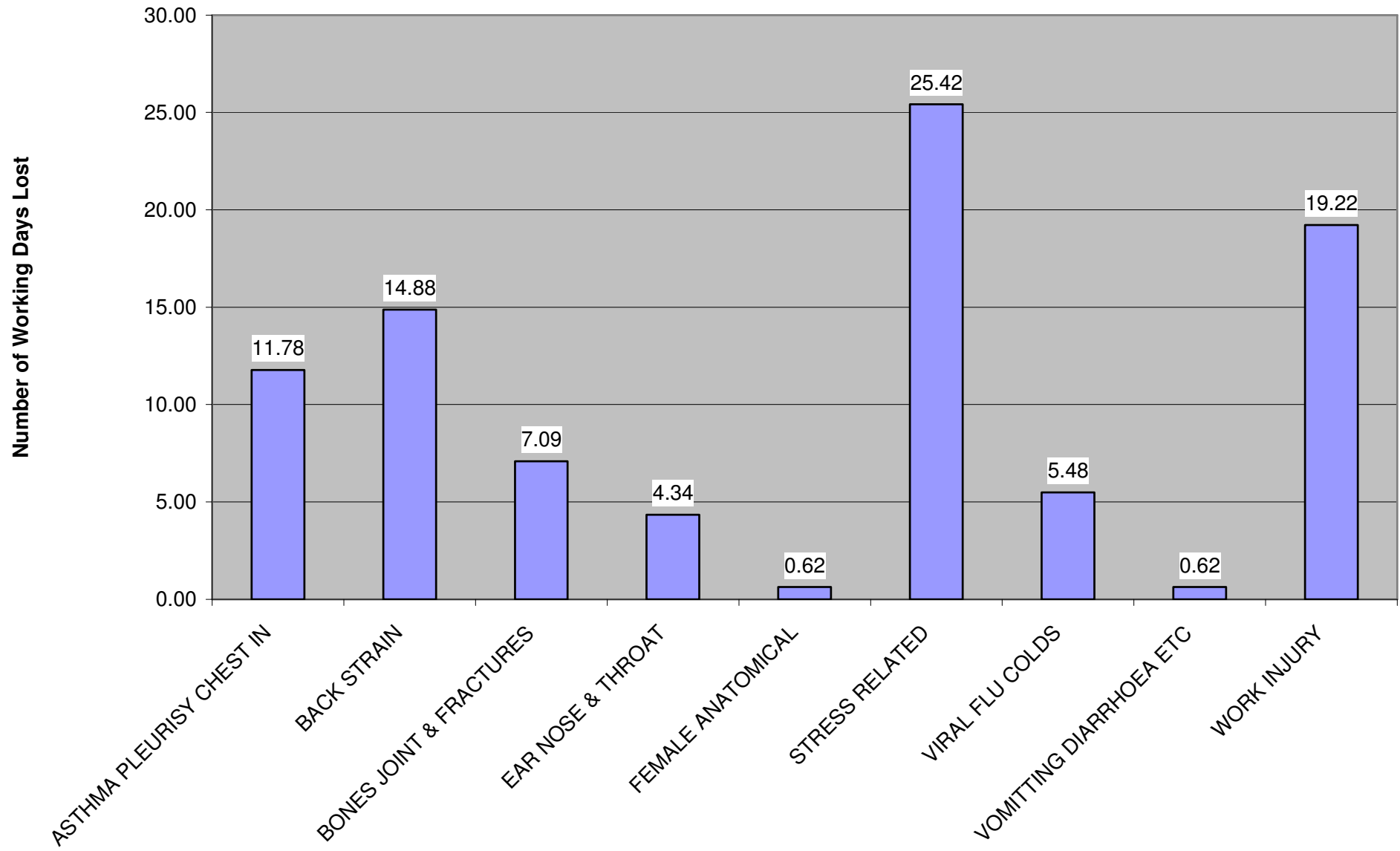
### HR and Communications Reasons for Sickness Absence



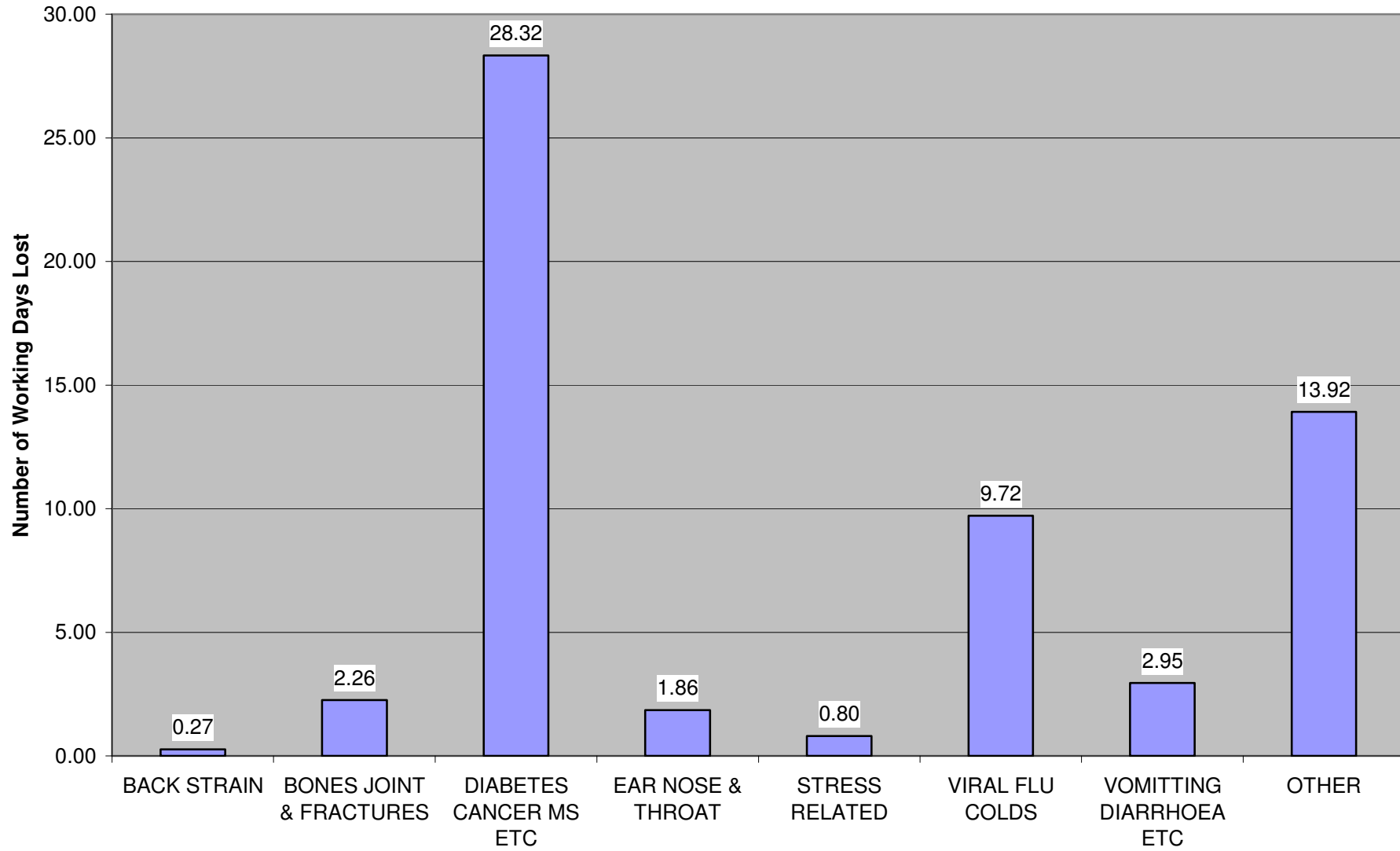
### Housing and Community Services Reasons for Sickness Absence



### Asset and Maintenance Reasons for Sickness Absence

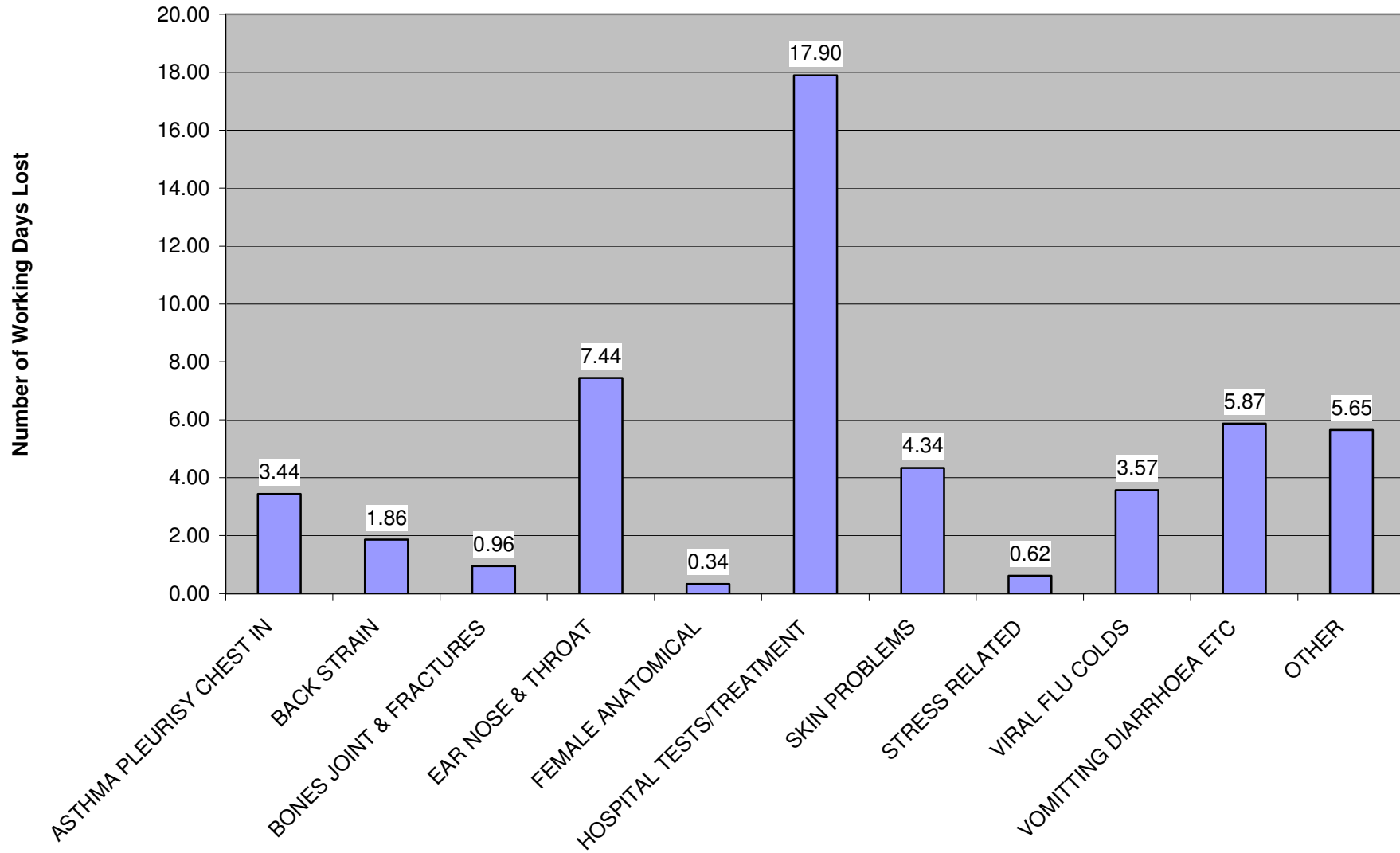


### Leisure and Arts Reasons for Sickness Absence

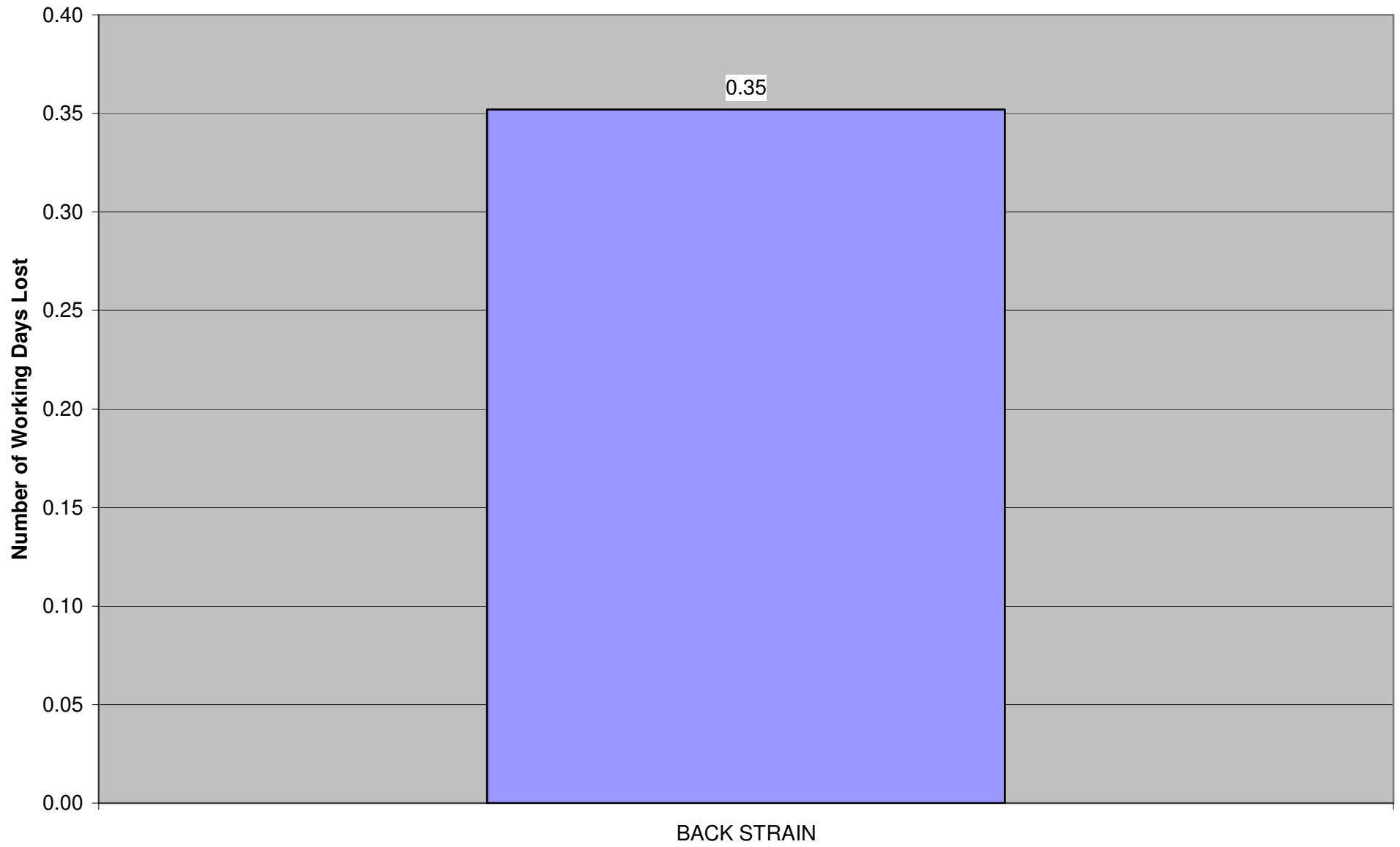


April – June 2009

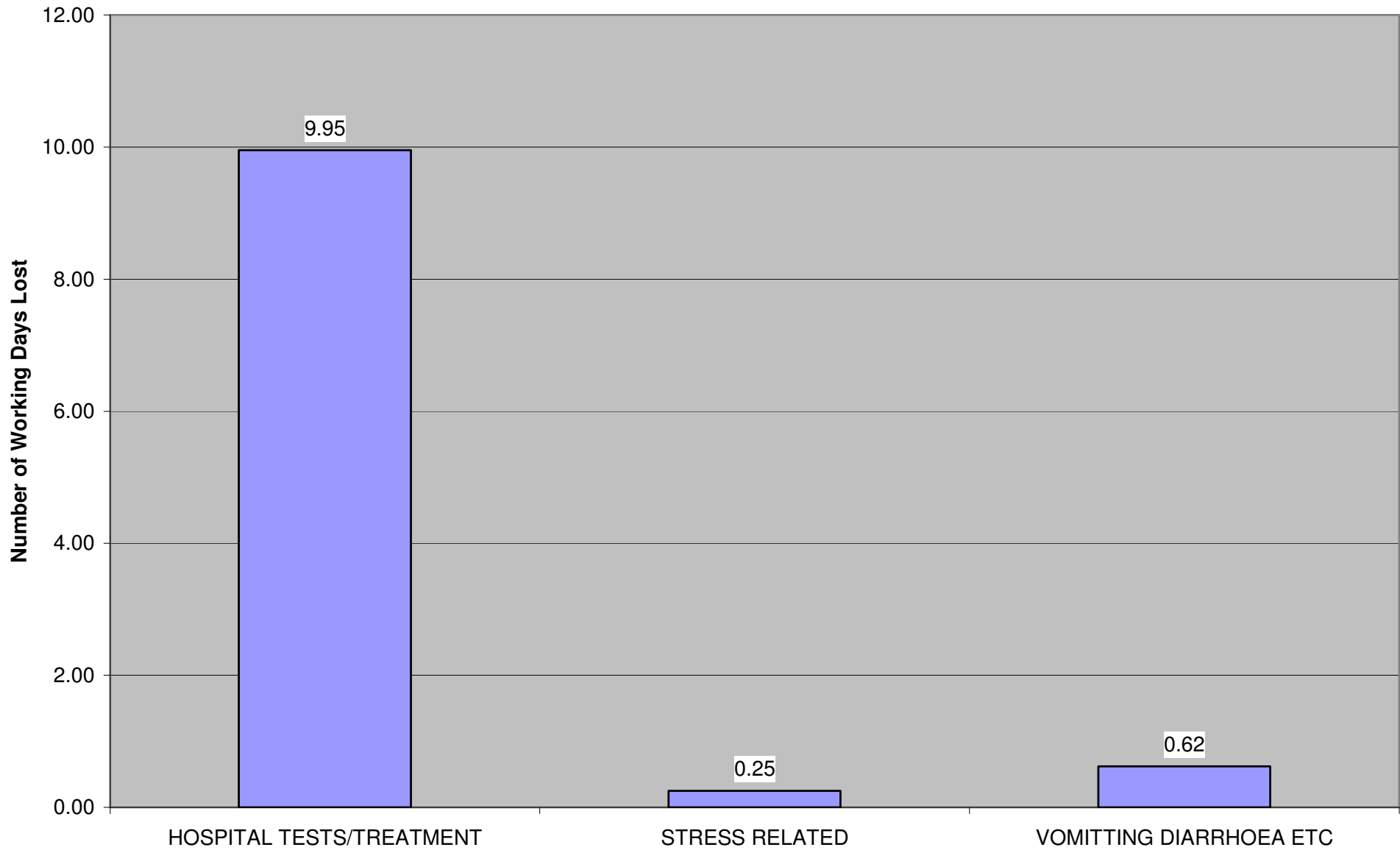
### Customer and IT Services Reasons for Sickness Absence



### Sure Start Reasons for Sickness Absence



### PA's and Directorate Support Reasons for Sickness Absence





## APPENDIX 4

### Work Programme to support the Introduction of a Wellbeing Programme.

Detailed below are the actions that are currently built into the Human Resources and Communications Service Plan.

Planned position at 30 <sup>th</sup> Jun 2009	<ul style="list-style-type: none"><li>• Review and update Sickness Absence Policy.</li><li>• Sickness statistics circulated at six weekly intervals.</li><li>• Manager toolkits established, together with learning and development programme.</li></ul>
Planned position at 30 <sup>th</sup> Sep 2009	<ul style="list-style-type: none"><li>• Regular health talks established.</li><li>• Regular manager meetings established with HR officers to support with sickness absence issues.</li></ul>
Planned position at 31 <sup>st</sup> Dec 2009	<ul style="list-style-type: none"><li>• Review Employee Assistance Programmes.</li></ul>
Planned position at 31 <sup>st</sup> Mar 2010	<ul style="list-style-type: none"><li>• Terminally ill policy introduced.</li><li>• Stress policy introduced and stress risk assessments established.</li></ul>



# Executive Committee

No direct Ward relevance

12 August 2009

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

(Report of Chief Executive)

### 1. Purpose of Report

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. At a meeting of the Committee in early 2009 it was agreed that Portfolio Holders review the present arrangements for their respective Advisory Panels and Working Parties and come to a conclusion as to whether they were still serving a purpose. The matter was to be discussed more generally at the next meeting of the Constitutional Review Working Party.

### 2. Recommendation

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

### 3. Updates

#### A. ADVISORY PANELS

	<u>Meeting :</u>	<u>Lead Members / Officers :</u>  (Executive Members shown <u>underlined</u> )	<u>Position :</u>  (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> / Guy Revans.	Next meeting – 15 September 2009.
2.	Community Safety Advisory Panel	Chair <u>Cllr Brunner</u> / Vice-Chair Cllr Banks Angie Heighway	No meetings planned at present.

**Executive**

## Committee

12 August 2009

3.	Economic Advisory Panel	Chair <u>Cllr MacMillan</u> John Staniland / Georgina Harris	Next meeting - 20 August 2009 (Joint meeting with Planning Advisory Panel)
4.	Housing Advisory Panel	Chair <u>Cllr B Clayton</u> / Vice-Chair Cllr Pearce  Jackie Smith	Next meeting – 1 September 2009.
5.	Leisure Contracts Advisory Panel	Chair <u>Cllr Anderson</u> / Vice-Chair Cllr MacMillan  Ken Watkins / Kevin Cook	Last meeting – 20 January 2009.  No requirement for meeting at present.
6.	Customer Services Advisory Panel	Chair <u>Cllr Braley</u> Jackie Smith / Jane Smith	Last meeting – 17 March 2009.
7.	Planning Advisory Panel	Chair <u>Cllr MacMillan</u> / Vice-Chair  Cllr Chalk  John Staniland / Ruth Bamford	Next meeting - 20 August 2009 (Joint meeting with Economic Advisory Panel).

B. OTHER MEETINGS

8.	Constitutional Review Working Party	Chair Cllr MacMillan / Vice Chair <u>Cllr Braley</u> Steve Skinner	Next meeting – to be arranged.
9.	Grants Panel	Chair Cllr Chance / Vice Chair  <u>Cllr Braley</u> Angie Heighway	Next meeting – 17 September 2009.

**Executive**

## Committee

12 August 2009

10.	Independent Remuneration Panel	Independent Members / Chair Mr Andrew Powell	Next meeting – to be arranged. Currently working up proposals for 2010 Allowances Scheme.
11.	Member Development Steering Group	Chair <u>Cllr MacMillan</u> / Vice-Chair Cllr Brunner  Steve Skinner / Trish Buckley	Next meeting – to be arranged.
12.	Procurement Steering Group	Chair <u>Cllr MacMillan</u> / Vice-Chair Cllr Hall  Sue Hanley	Next meeting – 21 September 2009.
13.	Church Hill District Centre – Members' Panel	Chair <u>Cllr B Clayton</u>  Rob Kindon / Jim Prendergrast	First meeting – to be arranged.

**4. Author of Report**

The author of this report is Ivor Westmore (Member and Committee Support Services Manager), who can be contacted on extension 3269  
(e-mail: [ivor.westmore@redditchbc.gov.uk](mailto:ivor.westmore@redditchbc.gov.uk)) for more information.

**5. Appendices**

None.





# Executive Committee

No direct Ward relevance

12 August 2009

## ACTION MONITORING

(Report of the Chief Executive)

Portfolio Holder(s) / Responsible Officer	Action requested	Status
<b>13 January 2009</b>		
	<b>Third Sector Task and Finish Group</b>	
<b>Cllr Gandy</b> A Heighway	1) Discussions to be held with other local authorities in the north of the County in respect of the provision of a joint-funded post to support the grants process.	Discussions to be arranged.
<b>Cllr Gandy / Executive Committee</b>	2) 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>22 April 2009</b>		
<b>Cllr MacMillan/ Ruth Bamford</b>	<b>Action Monitoring – Economic Advisory Panel</b>  Economic Development Strategy - Visits to Redditch businesses being arranged.	
<b>20 May 2009</b>		
<b>Cllr Braley / T Kristunas</b>	<b>Redditch Borough Council Establishment</b>  Officers to provide information on employment of Agency staff to Councillor Hartnett	Information passed to Councillor Hartnett – now awaiting supplementary information.

**Executive**

## Committee

12 August 2009

<b>10 June 2009</b>		
<b>Cllr Braley / D Taylor / T Kristunas</b>	<b>Benefits Service Improvement Plan</b>  Officers were asked amend the action plan to include contact with Registered Social Landlords (RSLs) in Redditch with a view to negotiating a similar agreement to that concluded with Redditch Co-op Homes	Action Plan amended in accordance with request.
<b>1 July 2009</b>		
<b>Cllr Braley / C MacMillan A Rutt / R Bamford</b>	<b>Delegation to Officers – Enforcement Powers</b>  Officers undertook to propose arrangements, prior to Council, so as to take account of Members' ward interests and matters of potential wider interest in respect of the additions to the Scheme of Delegation	
<b>Cllr Braley E Storer</b>	<b>Corporate Sickness Statistics</b>  Members suggested minor amendments to the recording method for sickness absence, proposing that the "No Reason" category might be termed "Other" and that there be a more explicit breakdown of the work-related and non-work related absences due to "Bones, Joints and Fractures".)	
<b>Cllr Braley S Mullins / T Buckley</b>	<b>Overview and Scrutiny Committee</b>  The Head of Legal Democratic and Property Services undertook to respond to Councillor B Clayton in respect of the exact budget allocation of the cost of training courses attended by two Overview and Scrutiny Members.	



**Executive**

Committee

12 August 2009

<b>22 July 2009</b>		
<b>Cllr B Clayton/ L Tompkin</b>	<b>Council Flat Communal Cleaning Review - Final Report</b>  Officers to provide an estimated service charge for cleaning communal areas to be used when consulting residents.	
<b>Cllr Braley/ A Marklew</b>	<b>Corporate Identity – Revisions</b>  Officers to investigate the cost implications of a change of logo.	
<b>Cllr Braley/ T Kristunas / E Storer</b>	<b>Staff Vacancy and Sickness Absence Reporting</b>  Members noted the lack of reporting of staff vacancies and sickness absence figures. Staff Vacancy and Sickness Absence reports to be submitted to the next meeting.	
<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 27/07/09

