

# Council

Monday 1st November  
2010  
7.00 pm

Council Chamber  
Town Hall  
Redditch



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

# Access to Information - Your Rights

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

Your main rights are set out below:-

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

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

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

# Welcome to today's meeting.

## Guidance for the Public

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### **Agenda Papers**

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

### **Chair**

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

### **Running Order**

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

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

### **Decisions**

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

### **Members of the Public**

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

### **Special Arrangements**

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

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

### **Further Information**

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

### **Fire/ Emergency instructions**

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

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

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

**Do Not use lifts.**

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

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

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

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

**OR**

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

**and**

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

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

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



# Council

1st November 2010

7.00 pm

Council Chamber Town Hall

## Agenda

### Membership:

Cllrs:	Kath Banks (Mayor)	Bill Hartnett
	Anita Clayton	Nigel Hicks
	Peter Anderson	Roger Hill
	Michael Braley	Gay Hopkins
	Andrew Brazier	Robin King
	Juliet Brunner	Wanda King
	Michael Chalk	William Norton
	Simon Chalk	Jinny Pearce
	Greg Chance	Brenda Quinney
	Brandon Clayton	Mark Shurmer
	Jack Cookson	Debbie Taylor
	Andrew Fry	Derek Taylor
	Carole Gandy	Diane Thomas
	Adam Griffin	Graham Vickery
	Malcolm Hall	

<b>1. Welcome</b>	The Mayor will open the meeting and welcome all present.  The Mayor's Chaplain, the Reverend Jo Musson, will lead the Council in prayer.
<b>2. Apologies</b>	To receive any apologies for absence on behalf of Council members.
<b>3. Declarations of Interest</b>	To invite Councillors to declare any interests they may have in items on the agenda.
<b>4. Minutes</b> Chief Executive	To confirm as a correct record the minutes of the meeting of the Council held on 20th September 2010.  <b>(Minutes circulated in Minute Book 5 - 2010/11)</b>
<b>5. Petition - Webheath ADR</b> (Pages 1 - 2)	To consider a petition submitted by Mr D Rose in respect of land at Webheath.  (Report attached)

<p><b>6. Communications and Mayor's Announcements</b></p>	<p>To receive a report from the Mayor on civic matters which have arisen since the last meeting or events which may be occurring in the near future.</p> <p>To give notice of any variation to the items listed in the Forward Plan and/or items accepted as "Urgent Business".</p> <p>(No separate report / oral update)</p>
<p><b>7. Leaders' Questions / Notices of Motion</b></p> <p>Chief Executive</p>	<p>No questions had been submitted to the Leader and no Notices of Motion had been received.</p>
<p><b>8. Executive Committee</b> (Pages 3 - 128) Chief Executive</p>	<p>A. To formally receive the minutes of the meeting of the Executive Committee held on <u>8th September 2010</u></p> <p>(All decisions here have previously been fully resolved. There are no outstanding recommendations or referrals which require the Council's consideration.)</p> <p><b>(Minutes circulated in Minute Book 5 – 2010/11)</b></p> <p>B. To receive the minutes and consider the recommendations and/or referrals arising from the following meeting of the Executive Committee:</p> <p><u>29th September 2010</u></p> <p>Matters requiring the Council's consideration include:</p> <ul style="list-style-type: none"><li>• Administration of Small Charities by Page 3 the Council; and</li><li>• Management Options Appraisal for Page 15 Pitcheroak Golf Course.</li></ul> <p>(Reports and decisions attached)</p> <p><b>(Minutes circulated in Minute Book 5 – 2010/11)</b></p> <p>C. To receive the decision notice and consider the recommendations and/or referrals from the following meeting of the Executive Committee:</p> <p><u>20th October</u></p> <p>Matters requiring the Council's consideration include:</p>

- Council Plan 2011/14 – Part 1 Page 27
- Customer Feedback Policy; Page 57
- Garden Waste Collection Service – Page 65  
Outcome of trial;
- Home Repairs Assistance Policy Page 93  
2010; and
- Regional Housing Pot Grant Page 113  
Proposals
- Joint Committee for Worcestershire Page 121  
Enhanced Two Tier Regulatory  
Service.

(Reports and decisions attached)

**(Decision notice to follow)**

## 9. Regulatory Committees

Chief Executive

To formally receive the minutes of the following meetings of the Council's Regulatory Committees:

Audit and Governance Committee - 28th September 2010

Planning Committee - 14th September 2010

- 12th October 2010

Standards Committee - 13th October 2010

**(Minutes circulated in Minute Book 5 – 2010/11)**

## 10. Constitution - Update - Contract Procedure Rules

Head of Legal, Equalities  
and Democratic Services

To confirm the new Contract Procedure Rules, and substitute these for the previous Standing Order 46 for Contracts.

The Council is advised that it approved and adopted revised Contract Procedure Rules at its meeting in December 2009. Officers wish to fully implement these revised procedures, now that the training of all relevant Staff in the revised arrangements has been completed.

**It is therefore RECOMMENDED that**

**the Revised Contract Procedure Rules formally supersede Standing Order 46 in the pack of Constitutional documents.**

(Documents previously circulated to all Members and approved in December 2009. Further copies available on request.)

**(No Direct Ward Relevance)**

## 11. Urgent Business - Record of Decisions

Chief Executive

To note the following decision taken in accordance with SO36 since the last meeting of the Council:

### Interest Free Energy Efficiency Loans

(Director of Policy, Performance and Partnerships)(Decision Reference 487)

On 6<sup>th</sup> September it came to the attention of officers that Salix ( part of the Carbon Trust) had opened a new round of bids for funding for local authorities to install energy efficiency measures. The available funding would be distributed to bids which met the criteria in the order that they were received. Accordingly officers, having urgently completed the relevant bid documentation for a programme of works to Council owned buildings, required authority to pursue the funding application on an urgent basis. The urgency was such that there was not time for this matter to be formally reported to Full Council

**It was therefore RESOLVED that**

- 1) authority be delegated to the Director of Policy, Performance and Partnerships to apply for an interest free loan from Salix in the sum of £14,840 to fund energy efficiency measures within Council buildings, in the terms detailed in the report; and**
- 2) if the loan is granted by Salix, the Council set aside a budget for repayment of the loan, based on savings made on energy bills as a result of the installation of energy efficiency measures.**

## 12. Urgent Business - general (if any)

To consider any additional items exceptionally agreed by the Mayor as Urgent Business in accordance with the powers vested in her by virtue of Section 100(B)(4)(b) of the Local Government Act 1972.

(This power should be exercised only in cases where there are genuinely special circumstances which require consideration of an item which has not previously been published on the Order of Business for the meeting and/or on the Leader's Forward Plan.)



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## 13. Exclusion of the Public

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:

**“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 *(to be specified)* of Part 1 of Schedule 12 (A) of the said Act, as amended.”**

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(Note: Anyone requiring copies of any previously circulated reports, or supplementary papers, should please contact Committee Services Officers in advance of the meeting.)

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**REDDITCH BOROUGH COUNCIL****COUNCIL****1st November 2010****PETITION – WEBHEATH ADR**

Relevant Portfolio Holder(s)	Cllr J Pearce
Relevant Head of Service	Head of Planning and Regeneration
Not a Key Decision <i>(in relation to this specific item)</i>	

A Petition has been received containing 1016 signatures in accordance with the new constitutional arrangements / new Petition Scheme. The 'prayer' of the petition is as follows:

*"We the undersigned, petition the Government Office of the West Midlands, Redditch Borough Council and Bromsgrove District Council, to implement the recommendations of your and the WMRA's commissioned White Young Green Report (2009) in relation to the Webheath ADR. Housing should not be located upon the Webheath ADR and Foxlydiate. These locations are unsuitable for development and do not fulfill the tenet of sustainability. We demand that you restore the Webheath ADR back to Green Belt."*

The recently adopted scheme provides for the 'petition organiser', Mr David Rose, to be given the opportunity *"to present the petition at the meeting and the petition will then be discussed by Councillors, with a maximum of 15 minutes being allowed for the consideration of each petition. The Council will decide how to respond to the petition at this meeting. They may decide to take the action the petition requests, not to take the action requested for reasons put forward in the debate, or to commission further investigation into the matter, for example by a relevant committee. Where the issue is one on which the Council's Executive Committee is required to make the final decision, the Council will decide whether to make recommendations to inform that decision. The petition organiser will then receive written confirmation of this decision."*

**AUTHOR OF REPORT**

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 Tel: 01527 64252 ext 3256



**REDDITCH BOROUGH COUNCIL**

**COUNCIL**

1st November 2010

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**ADMINISTRATION OF SMALL CHARITIES BY THE COUNCIL**

**RECOMMENDED that**

- 1) the administration of the Stanley, John Jordan Skinner and Caroline Swann Charities be transferred to the Worcestershire Community Foundation;**
- 2) Mr Colin Evans, Trust Transfer expert of the Community Foundation for Greater Manchester, be appointed to effect the transfer; and**
- 3) the sum of £129.62 in the Redditch Disaster Fund be transferred to the Mayor's Charity.**



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

29th September 2010

**ADMINISTRATION OF SMALL CHARITIES BY THE COUNCIL**

Relevant Portfolio Holder	Cllr M Braley
Relevant Head of Service	Claire Felton Head of Legal Equalities & Democratic Services
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

- 1.1 To consider the option of transferring the administration of three small Charities to the Worcestershire Community Foundation, with the assistance of the Community Foundation for Greater Manchester to effect the transfer.
- 1.2 To consider transferring the sum of £129.62 in the Redditch Disaster Fund to the Mayor's Charity as suggested by the Audit and Governance Committee on 20 April 2010.

**2. RECOMMENDATIONS**

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

- 1) **the administration of the Stanley, John Jordan Skinner and Caroline Swann Charities be transferred to the Worcestershire Community Foundation; and**
- 2) **Mr Colin Evans, Trust Transfer expert of the Community Foundation for Greater Manchester, be appointed to effect the transfer, and**
- 3) **the sum of £129.62 in the Redditch Disaster Fund be transferred to the Mayor's Charity**

**3. BACKGROUND****CHARITIES**

- 3.1 The Council currently has responsibility for three small registered Charities, the "Stanley", "John Jordan Skinner" and "Caroline Swann" Charities, which were established many years ago by the Wills of residents for various charitable purposes, generally related to relief of poverty. Details are set out at Appendix 1.

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- 3.2 Some of the objectives are now obsolete (e.g. purchase of coal for distribution to the poor / relief for persons who are or were engaged in the needle, fish hook or fishing tackle industries) and, apart from the Stanley Charity where the Mayor is ex-officio Trustee, they have no current Trustees.
- 3.3 In January 2004 the Council supported a recommendation for the appointment of Trustees to these charities and the amendment of the Charities' objects, for the future management of the funds, but these appointments have lapsed and no amendment to the objects has been made. This was highlighted in Audit & Governance Committee Report in April 2010.
- 3.4 The Council maintains a separate account for these Charities and files returns with the Charity Commission but otherwise they are, effectively, dormant.
- 3.5 The Charities no longer qualify for registration with the Charity Commission due to their small size and the Charity Commission has referred the Council to Mr Colin Evans, a Trust Transfer expert with Greater Manchester Community Foundation, who works specifically with Local Authorities to help them make their dormant and inactive trusts more effective by transferring them to a local Community Foundation.
- 3.6 Community Foundations then administer and manage local grants that meet need in local areas. This relieves the local authority of the administrative burden of managing and reporting separate small trust funds that struggle to meet their charitable objectives and, by consolidation, provides a more substantial fund to apply the income to local causes. To date £15m in dormant local authority small trusts has been identified and transferred under this scheme.
- 3.7 There is a Community Foundation for Worcestershire. Further information is available at <http://www.worcscf.org.uk> and the Home Page is attached at Appendix 2.
- 3.8 As a result of preliminary discussion with Mr Evans, he has recommended that the Council transfer the funds of the 3 charities to the Worcestershire Community Foundation. It has a track record of working with many groups within the County and in Redditch, who will qualify to benefit from the annual income from the transferred assets.



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**DISASTER FUND**

- 3.9 A small sum was left to the Council under a legacy to be spent in the event of a disaster affecting Redditch. As long ago as 1081, it was proposed that the sum then in the account would be transferred to a charity but no action was taken.
- 3.10 It is entirely uneconomic to continue to administer this sum and it was suggested at the Audit and Governance Committee that it should be transferred to the Mayor's Charity, which was considered an appropriate Charity to receive it.

**4. KEY ISSUES**

- 4.1 Appointing new trustees and amending the obsolete objects of these dormant Trusts would be a lengthy process and would still leave the Council responsible for their administration. Individually, they are too small to be effective and even amalgamation of all three would not produce sufficient income to justify the administrative burden on the Council of continuing to manage them and there would be insufficient interest generated annually with which to do anything useful.
- 4.2 Urged by the Charity Commission, many local authorities have already transferred their Trust funds over to their local Community Foundation, to increase their efficiency through grant-making that meets need in the local area.
- 4.3 The Charity Commission has referred the Council to Mr Colin Evans, who works specifically with Local Authorities and who has an established process with the Charity Commission, to transfer their dormant and inactive trusts to a local Community Foundation.
- 4.4 To cover the cost of the process Mr Evans charges local authorities £50 per hour and has advised that there would be 3 – max 5 hours work to close and transfer the 3 RBC small Trusts to the local Community Foundation. This sum may be recoverable from the Charities but if not would be invoiced to the Council on completion of the transfer.
- 4.5 Mr Evans advises that, as it is usual for an Annual Impact Report to be produced by Community Foundations, the Council can receive details of how the assets have been invested and how the income generated has been used to support qualifying purposes.

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**5. FINANCIAL IMPLICATIONS**

- 5.1 It would be a costly process to appoint new Trustees and amend objects of these small Trusts, as previously proposed particularly considering the size of the Trusts.
- 5.2 The current cost associated with the administration of these dormant Trusts (maintaining bank accounts, producing annual data and notifying to the Charity Commission) will be saved.
- 5.3 The costs of closing and transferring the Trusts can be minimised by appointing Mr Evans of Manchester Community Foundation who has an established relationship and agreed process with the Charity Commission to achieve this aim.

**6. LEGAL IMPLICATIONS**

The Charity Acts 1993 and 2006

All of these 3 charities qualify as “small charities” within the definition of these Acts and are so small that they no longer need to be registered with the Charity Commission.

**7. POLICY IMPLICATIONS**

None identified: Administration of these small Charitable Trusts is not a core local government function nor part of the Council’s Service Business Plan.

**8. COUNCIL OBJECTIVES**

None.

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

None.

**10. CUSTOMER IMPLICATIONS**

None.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

None.

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

It is uneconomic for the Council to continue to administer these small funds and the time and resources used do not produce any benefit to the Council.

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

None.

**14. HUMAN RESOURCES IMPLICATIONS**

None.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None.

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

None.

**17. HEALTH INEQUALITIES IMPLICATIONS**

None.

**18. LESSONS LEARNT**

These small funds have lain dormant and are an administrative burden on the Council whilst providing no benefit to local residents as the original benefactors intended. There is now a resolution available which will relieve the Council of the administrative responsibility but at the same time ensuring that the funds are put to good use within the local area.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

19.1 The Council can contribute positively to the community by releasing the funds from these dormant Trusts to the local Community Foundation.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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19.2 Information about the Community Foundation's "Boost Initiative" to unlock inactive charitable assets to be applied to need in local communities is available at [www.boostinitiative.org.uk](http://www.boostinitiative.org.uk).

**20. OTHERS CONSULTED ON THE REPORT**

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

**21. WARDS AFFECTED**

None.

**22. APPENDICES**

Appendix 1 Details of Charities.

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**23. BACKGROUND PAPERS**

**Charities Act 1993**

**Charities Act 2006**

**Audit and Governance Committee 20 April 2010**

**AUTHOR OF REPORT**

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Tel: 01257 64252 x 3173



The Charities are as follows:

1. The Stanley Charity, from a Will dated 30 July 1912.  
Scheme approved and established by Charity Commission dated 28 May 1970. No: 240755.  
Final A/c 08/09 Value £7,118.99

Objects: For the benefit of such poor persons residing in the Town, Urban District of Redditch or parish of Webheath "as are or have been engaged or employed in the needle, fish hooks and fishing tackle industries"

2. John Jordan Skinner Charity from a Will dated 12 July 1902  
Scheme approved 16 August 1932. No: 239617.  
Final A/c Value 08/09 £725.79

Objects: income to be spent on purchase of coal to be distributed to the poor of Redditch on 10 January each year without distinction of sect"

3. Caroline Swann, from Will proved on 4 May 1909.  
Scheme approved 15 March 1910 and 27 March 1936 No: 239616.  
Final A/c Value 08/09 £247.42

Objects: generally for the benefit of the poor of the town of Redditch, under one or more of the following headings – 1) subscriptions or donations in aid of funds of any Provident Club or Society established in or near the town for the supply of coal, clothing or other necessities; 2) Contributions towards the provision of Nurses for the sick and infirm; 3) the supply of clothes, linen, bedding, fuel, tools, medical or other aid in sickness, food or other articles in kind.





**REDDITCH BOROUGH COUNCIL**

**COUNCIL**

1st November 2010

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**MANAGEMENT OPTIONS APPRAISAL FOR PITCHEROAK GOLF COURSE**

**RECOMMENDED that**

- 1) the arrangement with the Worcestershire Golf Partnership be extended for a further 12 month period to work up a medium/long term operating solution, with negotiations commencing immediately; and

**RESOLVED that**

- 2) a service review of the non golf related elements of the operation be undertaken; and
- 3) the report be noted.



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

29th Sept 2010

**MANAGEMENT OPTIONS APPRAISAL FOR PITCHEROAK GOLF COURSE**

Relevant Portfolio Holder	Councillor Gay Hopkins
Relevant Head of Service	John Godwin

**1. SUMMARY OF PROPOSALS**

The following report outlines the performance of the 18 month trial operating arrangements for proposals for Pitcheroak Golf Course with the Hereford and Worcestershire Golf Partnership, and offers some proposals for the future Management arrangements at Pitcheroak Golf Course.

**2. RECOMMENDATIONS**

The Committee is asked to **RESOLVE** that

- 1) the contents of the report be noted; and
- 2) Members consider the following options and determine which option to **RECOMMEND**:-
  - a) Option 1 - To extend the arrangement with the Worcestershire Golf Partnership for a further 12 month period to work up a medium/long term operating solution, to commence negotiations immediately; and
 

carryout a service review of the non-golf directly related elements of the operation;

**OR**
  - b) Option 2 - Advertise in the wider market for the management of the Golf Course;
  - c) Option 3 - To bring the management of the course back in house to Redditch Borough Council Leisure and Cultural Services

**3. BACKGROUND**

- 3.1 As part of the 2008/09 Budget Strategy Offers were charged to with closing the Pitcheroak Golf Course. After working with members an alternative

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management arrangement for the course was investigated and implemented for an 18 month trial period with the Herefordshire and Worcestershire Golf Partnership (H&WGP).

- 3.2 As a result of the alternative management operational partnership the incumbent Golf Professional took voluntary redundancy and the current caterer's term was extended until the 31/09/2010 to accommodate the trial.
- 3.3 The catering and bar franchise was due to be re-tendered prior to the commencement of the trial operating period of the H&WGP. The decision was taken to extend the current operators term until the partnership could be evaluated.

**4. KEY ISSUES**

- 4.1 The following information is a review of the performance of the Herefordshire & Worcestershire County Golf Partnership from 11/05/2009 to 31/09/2010 compared to the previous "in-house" operating period of 01/04/2008 to 31/03/2009.

**18 months Partnership Performance in Comparison to the National Context**

- 4.2 The following data sources have been used to support the information supplied below: Redditch Borough Council, Sports Marketing Research, European Golf Union, Birmingham City Council and Herefordshire and Worcestershire Golf Partnership.
- 4.3 The national average throughout the country is showing an 8% reduction in golf club memberships. At Pitcheroak there were 62 members of Kingfisher Golf Club (resident club) in 2009, and this has now increased to 260 (419% increase) in 2010. This is higher than the average membership for all public and private courses Worcestershire (average figure of 250 members).
- 4.4 30% (67) of members at Pitcheroak are under the age of 30 years, compared to the Midlands and National average of 11% for each courses total user group. This is a key statistic for the future development of the sport. Prior to the new management arrangements only 5% 4 of Pitcheroak users were under the age of 30 years.
- 4.5 The partnership is working in all 39 local schools and is actively engaging 780 children in golf. Prior to the new management arrangements only 5 local schools were actively delivering golf to a maximum of 100 school

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children. The aim of the partnership is work with the established school groups to deliver clear player pathways to the resident Kingfisher Club to establish them as regular players.

- 4.6 The total number of rounds of golf played for 2009/10 increased by 13% (15,037 rounds) compared to a national decrease of -1%.
- 4.7 The club ran two free of charge open days in 2010 which yielded 87 new members contributing to the figure above
- 4.8 From a starting position of 2 junior members in 2009 the partnership has increased this number to 30, with 6 (20%) of these being girls, which is above the average club membership figure of 2.5% for Worcestershire.

**Future Options for Pitcheroak Golf Course**

**Option 1 - Extension of current arrangements for a further 18 month period**

- 4.9 The current arrangement has seen a consistent increase in income and usage compared to the “in-house” provision of 2008/09. However the ambitious income targets set have not been achieved. This can be attributed a falling National market for golf and the direct impact that the weather has on use.
- 4.10 Re-tendering of the café and bar would need to be undertaken with the emphasis on increasing rental income and providing a complementary service that supports the Partnerships Developments aspirations.
- 4.11 The completion of a service review for the whole service would yield some further operational savings, although these can not be specifically determined at this time.
- 4.12 A new Service Level Agreement would need to drawn up to accommodate any new operation.

**Option 2 - Full Open Market Procurement for Pitcheroak Golf Course**

- 4.13 A full and open procurement exercise would require an extension to the current arrangements to allow a full procurement exercise to be undertaken.
- 4.14 Full market testing has the potential to yield significant savings. However the overall potential savings can not be determined at this time as a full

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operational specification would dictate the level of financial commitment required from Redditch Borough Council.

- 4.15 An independent service provider would require a minimum of a five year term. Redditch Borough Council would require a Full Repairing Lease on the building and grounds, with a complementary Management Operational Contract.
- 4.16 A residual cost of approximately £31k would remain with the Council in relation to support service and capital costs.

**Option 3 - Revert the Service Back to an In-House Service Provision**

- 4.17 In-house provision would increase the service deficit by approximately £40k per annum.
- 4.18 An in-house service provision would be unlikely to sustain the level of development which is currently provided as was the case prior to the existing trial.

**5. FINANCIAL IMPLICATIONS**

The financial position over the last 2 years is as follows;

	<b>2008/9 Actual<sup>a</sup></b>	<b>2009/10 Actual<sup>b</sup></b>	<b>2010/11 Budget<sup>c</sup></b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Expenditure/Costs<sup>d</sup></b>	192	218	199
<b>Income<sup>e</sup></b>	:77	87	121
<b>Deficit</b>	115	131	79

**Notes to Table:****a) 2008/09**

During 2008/09 the service was provided 100% in house by the Council. Expenditure included the cost of service provision including all directly employed staff, premise costs and other support provided to the course by our officers.

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**b) 2009/10.**

During 2009/10 the new management arrangements were implemented in September 2009 and the costs include the redundancy payments made (£17k) to staff.

**c) 2010/11**

The budget for 2010/11 reflects minimal staffing provision (£6k - cleaners) employed direct by the Council. In addition there are significant premise costs that are the responsibility of the Borough.

**d) Expenditure**

The expenditure for the service includes all costs relating to staff employed by the Council, landscaping, business rates and energy costs together with the professional management fees paid and other support services provided by Council officers to the service.

**e) Income**

The income targets have not been achieved for the last 3 years due to a number of issues including; course closure days resulting from extreme weather conditions and a general downturn in this leisure activity. The course suffered the worst winter weather conditions for 30 years. It is anticipated that the actual income for 2010/11 will be £100k and therefore show a shortfall of £21k to the income target.

**6. LEGAL IMPLICATIONS**

There are no specific legal implications other than normal property and employment related legislation.

**7. POLICY IMPLICATIONS**

It is viewed that whatever option is recommended it will be viewed as a "key decision" and will require consideration by full council.

**8. COUNCIL OBJECTIVES**

The Council's objectives are underpinned by the aim of being a "well managed organisation".

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

There is a sustainability issue if the Option 3 is the preferred choice. Options 1 and 2 provide no adverse impact on Risk or Health and Safety grounds.

**10. CUSTOMER IMPLICATIONS**

All Options provide no adverse impact on customers.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are no equalities and diversity implications in this report.

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

12.1 Option 1 – It is expected that the service review will provide greater value for money. There are no Asset Management implications. In addition there would have to be clarification on the procurement process for a long term solution.

12.2 Option 2 - Value for Money would be determined by the content of lease.

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

There are no climate change, carbon implication and biodiversity implications in this report

**14. HUMAN RESOURCES IMPLICATIONS**

Option 3: Will require Redditch Borough Council to carry out a service review and provide a new staffing structure to meet the operational and service needs of running the day to day operation of the course.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

15.1 Option 1: A more robust number of performance measures/ indicators should be built into any future management agreement and these should be measured on a quarterly frequency and monitored as part of the Councils Client Management responsibility. These should adopt a balanced scorecard approach and contribute to the



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Council Corporate Indicators, as well as the department's indicators.

15.2 Option 2: As per option 1.

15.3 Option 3: Same as option 1, but in house responsibility

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

There are no current issues however this position would need to be re-assessed if there was no on-site operator. Consideration would include some minor works to the perimeter of the ground, Shuttering of external windows, doors etc. and procurement of a security monitoring service for the facility.

**17. HEALTH INEQUALITIES IMPLICATIONS**

There are no Health inequality implications in this report.

**18. LESSONS LEARNT**

N/A.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

There have been no additional stakeholder engagement in the concerning the options outlined in this report.

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**20. OTHERS CONSULTED ON THE REPORT**

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

**21. WARDS AFFECTED**

All Wards

**22. APPENDICES**

N/A

**23. BACKGROUND PAPERS**

N/A

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**AUTHOR OF REPORT**

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Tel: 01527 64252 ext: 3248



REDDITCH BOROUGH COUNCIL

**COUNCIL**

1st November 2010

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COUNCIL PLAN 2011/14 – PART 1

***RECOMMENDED that***

***the visions and priorities, as set out in Appendix 1 (Paragraphs 6.1 – 6.6) of the report, be reconfirmed and the focus for the forthcoming budget round, in line with the analysis of the Council's national, regional and local context, be approved.***



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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**COUNCIL PLAN 2011-14 - Part 1**

Responsible Portfolio Holder	Carole Gandy, Leader of the Council and Portfolio Holder for Community Leadership & Partnership
Responsible Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Key Decision	

**1. SUMMARY**

To re-confirm the Council's Vision and priorities and strategic focus for the forthcoming budget round.

**2. RECOMMENDATION**

**The Executive Committee is asked to RECOMMEND that**

**the Vision and priorities, as set out in Appendix 1 (Paragraphs 6.1 – 6.6) of the report, be reconfirmed and the focus for the forthcoming budget round, in line with the analysis of the Council's national, regional and local context, be approved.**

**3. BACKGROUND****Council Plan 2011-2014**

- 3.1 Executive and Full Council approved the Council Plan as part of the 2010/11 budget round. The Council Plan is effectively the business plan for the Council and a key document for Members. The 2011/2014 plan will be published in early 2011/12; however, the Council needs to agree its priorities and areas of focus now, so that officers can make detailed plans to deliver these as part of the service business planning cycle.

**Process to Date**

- 3.2 As part of the work on developing the Vision and priorities, the Council must take account of the strategic context within which it operates. The Council is in a good position to determine this. The Council has the following information to draw on:-
- The Redditch Profile e.g. deprivation indices, population growth predictions etc.
  - The current work on the Redditch Partnership Board, around its priorities: children and young people, health, economy and Winyates area of highest need.

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20th October 2010

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- The Worcestershire “Story of Place” and the resultant Local Area Agreement.
- Public consultation feedback, for example, road shows, Morton Stanley Festival etc.
- Performance data, based on the indicators in the Council Plan.
- Survey data, including Worcestershire Viewpoint.
- The forthcoming Budget jury.
- The Community Forum.
- Customer complaints data.
- A three year medium term financial plan.

3.3 Based on this information, the following priorities are recommended to Executive and Full Council:-

- An enterprising community.
- Safe.
- Clean and green.
- A well managed organisation

3.4 These are unchanged from last year and reflected in the Vision: “An enterprising community, which is safe, clean and green”.

**4. FINANCIAL IMPLICATIONS**

Inevitably, the forthcoming budget round will be dominated by the Comprehensive Spending Review; however, it is critical that we continue to focus on our priorities and the areas of focus within these, as set out in Appendix 1.

**5. LEGAL IMPLICATIONS**

There are no legal implications to this report.

**6. COUNCIL OBJECTIVES AND PRIORITIES**

The report sets out the Council’s priorities and the evidence for them.



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

The Council Plan is supported by the corporate risk register.

**8. CUSTOMER IMPLICATIONS**

There are no direct recommendations on customer service; however, the report does indicate that an increased focus on customer service is required.

**9. EQUALITIES AND DIVERSITY IMPLICATIONS**

There are no direct recommendations on equalities and diversity, however, the report identifies community cohesion as an area of focus.

**10. VALUE FOR MONEY IMPLICATIONS**

The report supports value for money through ensuring that the Council aligns its spending and services to its priorities.

**11. CLIMATE CHANGE AND CARBON IMPLICATIONS**

The report identifies that more spend to save initiatives will need to be brought forward to meet the climate change targets and that these targets are set to increase.

**12. OTHER IMPLICATIONS**

Procurement Issues: None.
Personnel: HR modernisation and other HR practices e.g. workforce planning, competencies etc. are identified as an area of focus.
Governance/Performance Management: None
Community Safety including Section 17 of Crime and Disorder Act 1998: The report identifies community cohesion as an area of focus.
Policy: None.
Biodiversity: The report identifies the need for an increased focus on climate change.

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

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

Portfolio Holder	At Portfolio Holder's
Chief Executive	At CMT
Executive Director and Deputy Chief Executive	At CMT
Executive Director – Finance and Resources	At CMT
Executive Director – Regeneration and Planning	At CMT
Director of Policy, Performance and Partnerships	At CMT
Head of Service	At CMT
Head of Legal, Equalities & Democratic Services	At CMT
Head of Finance and Resources	At CMT
Corporate Procurement Team	N/a

**14. WARDS AFFECTED**

All Wards

**15. APPENDICES**

Appendix 1 – Redditch Borough, Position Statement, September 2010.

**16. BACKGROUND PAPERS**

Draft Structural Reform Plan, DCGL, July 2010

Draft Structural Reform Plan, Cabinet Office, July 2010

Draft Structural Reform Plan, DECC, July 2010

Worcestershire Viewpoint Survey, WCC, March 2010

Redditch Profile, WCC, September 2009

Council Plan, RBC, 2010-13

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COMMITTEE**

20th October 2010

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**CONTACT OFFICER**

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Tel: (01527) 881202

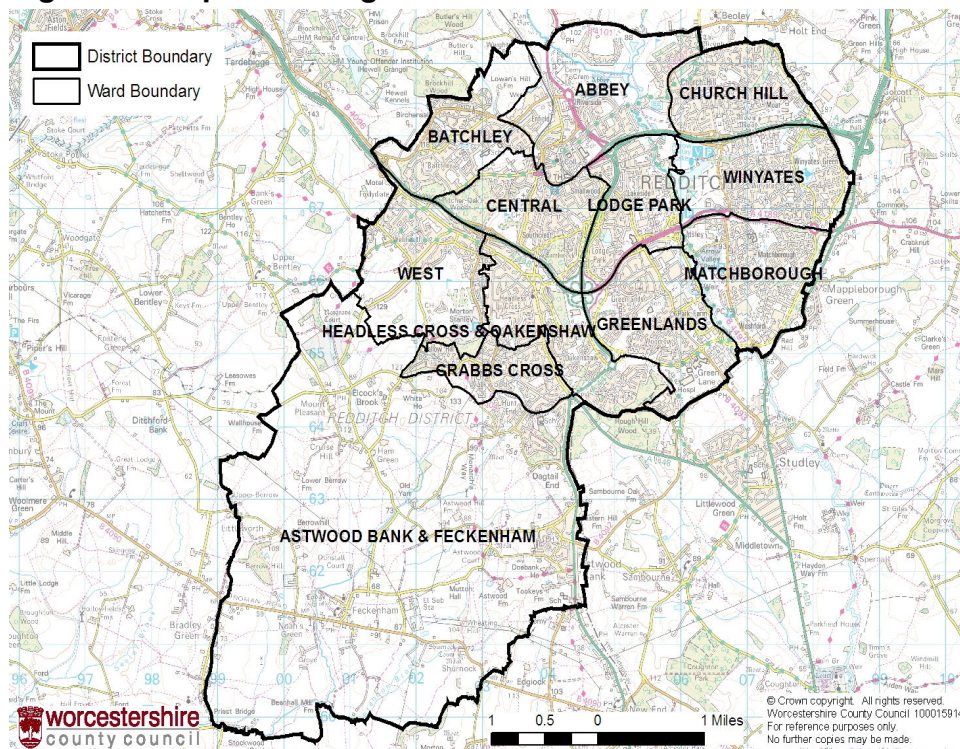
**Redditch BC**  
**Position Statement**  
**September 2010**

# 1. Redditch Borough

## Geography

- 1.1 The Borough of Redditch is situated in the West Midlands Region approximately 24 km (15 miles) south of Birmingham. Redditch has good transport links, being located near the M42 and a strong network of dual carriageways and A roads that connect Redditch to areas like Birmingham, Bromsgrove and Redditch. Redditch is also close to the M40 linking to London and close to Birmingham International. It lies within the administrative boundary of Worcestershire County Council and is adjacent to Bromsgrove District to its north and west, Stratford-upon-Avon District to the east and Wychavon District to the south.
- 1.2 Redditch, although a New Town, has retained many important ecological and landscape features, with the native flora retained and largely unaltered from that of an ecological survey in 1966. Ponds, hedges and green spaces all help to hold together the important ecological infrastructure. Redditch has 5.7 hectares of open space per 1,000 population.

**Figure 1 - Map of Borough**



## **Population**

- 1.3 The Borough has a population of 79,600. This represents an increase of 1% since 2001. Redditch has a comparatively young population, with the highest proportion of young people (0-19) in Worcestershire, 25.1% compared to 23.5%, and a smaller proportion of individuals over 60, 19.2% compared to 24.6%. Most of the population (93%) lives within the town of Redditch which accounts for approximately half the geographical area of the Borough. The now defunct Regional Spatial Strategy (RSS) envisaged that an additional 6,600 dwellings which would have had a significant impact on the population of the Borough.
- 1.4 Although the biggest proportion, children and young people are the least satisfied, 47%, compared to 11% of the 65 plus age group. Generally, we might expect this group to be the least satisfied, but it is not necessarily the case in other Worcestershire districts. The main complaint is a lack of things to do.
- 1.5 Although a relatively smaller percentage of the population, an ageing population is still a key characteristic of the Borough, with the 80+ population expected to increase by 93% by 2026. This statistic may have a significant impact on policy and planning in the Borough. More concerning is the predicted drop in the working age population, with the highest expected reduction being the 9.9% anticipated reduction in the 20-29 year group. Similarly, Redditch is experiencing a negative net migration unlike Worcestershire as a whole. The numbers are relatively small, with a net migration of approximately 250 people a year; nevertheless it is concerning that people appear to be leaving the Borough. Further research is needed to understand why this is happening. The Core Strategy, or whatever replaces it, will be pivotal to responding to these predicted trends.
- 1.6 Redditch also has the largest proportion of ethnic minority groups in Worcestershire, with 8% of the population being black or minority ethnic (BME). Redditch also has the largest population of Asian or Asian British Pakistani residents in the County, with 2.5 times the County average proportion (0.9%). The Council has now set up a Community Forum, but it is recognised that further work is needed to really engage with this part of our population.

## **Economy**

- 1.7 We have already noted that Redditch enjoys excellent transport links (if you have a car) locally with very little congestion, including a strong network of dual carriageways and A-roads. The nearby M42 and M5 motorways provide access further afield and to Birmingham International. Public transport is provided via a train and bus network. The train station is in need of regeneration.

- 1.8 The economy in Redditch is an area of concern. The Redditch Profile notes:-

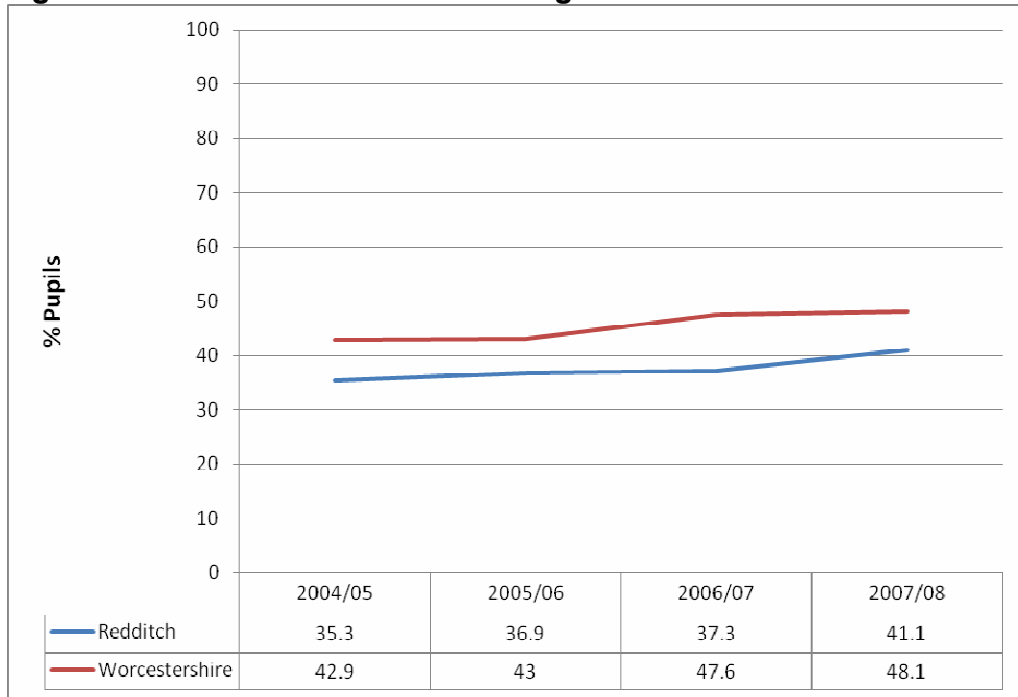
“while many new towns have been economically successful, most are now experiencing major problems. Their design is inappropriate to the 21<sup>st</sup> Century. Their infrastructure is ageing at the same rate and many have social and economic problems”.

The proportion of individuals employed in manufacturing industry (25%) is considerably higher than both the County and West Midlands region average. Redditch has fewer individuals employed in distribution, hotels and restaurants compared to other areas of Worcestershire. The economic downturn over the last year is affecting everyone; however, Redditch has been hit hardest when compared to Worcestershire as a whole. VAT registrations are “consistently lower” than the County and national average (34.4, compared to 41.7) and Redditch has one of the lowest proportions of “wealthy achievers” (31% compared to Wyre Forest’s 42%). There needs to be a greater strategic focus on economic development for Redditch (and all of North Worcestershire), whose three main towns orbit around Birmingham and not Worcester City. As part of the Shared Services programme, a draft North Worcestershire Economic Development Strategy has been developed and a North Worcestershire Economic Development team is being created. Reversing these trends will require new sites for economic development, more business start up units, housing that encourages more “wealthy achievers”, a better public transport infrastructure and continued improvements to the town centre. The compact nature of the Borough restricts the development of new economic sites to the north of the town, close the motorway network, something Solihull Borough and Warwick District have been able to do.

### **Education, Deprivation and Health**

- 1.9 Educational attainment was identified as being lower than in other parts of Worcestershire and was part of the reason for the Audit Commission’s red flag for Redditch. It is interesting to note that the Redditch Profile, assembled by the Worcestershire Research and Intelligence Unit, identified that educational attainment has been “recognised as an issue over many years”, which begs the question why it has only recently been flagged, Audit Commission or no Audit Commission.

**Figure 2 - % of 16 Year Olds Achieving 5 or More GCSEs at Grade A\* to C**

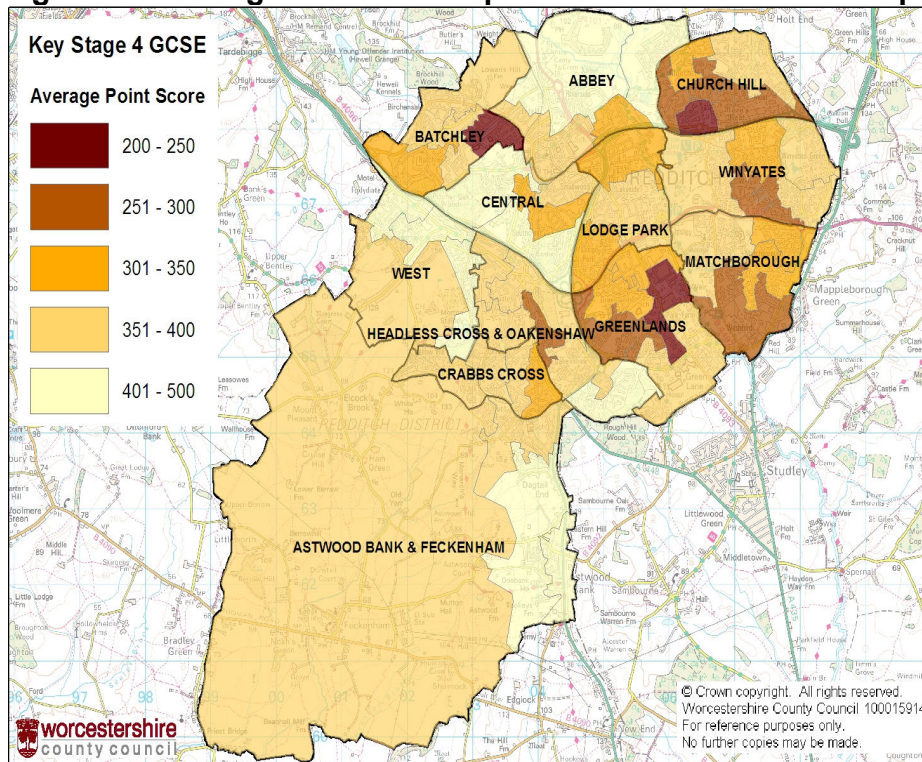


**Source: FTI Area Profiles**

- 1.10 The best performing school in the Borough at GCSE in 2008 was St Augustine's Catholic High School, with 58% of pupils achieving 5 or more GCSEs at grades A\* to C. The poorest was Arrow Vale Community High School, with just 29% of pupils achieving 5 or more GCSEs at grades A\* to C.
- 1.11 Not surprisingly the spatial distribution between poor exam results is linked to deprivation.



**Figure 3 – Average GCSE and Equivalent Point Score Per Pupil, by SOA**



**Source: Department for Children, Schools, and Families. Average GCSE and equivalent point score per pupil at the end of Key Stage 4, September 2006 to August 2007.**

1.12 Absence levels are also higher than the Worcestershire average (4.8%) in all, but one of Redditch’s schools.

**Figure 4 – School Absence Data, Primary Schools 2008**

Primary Schools	% of half days missed due to:	
	Overall Absence	Persistent Absence
Ipsley CofE Middle School	6.7%	3.1%
Birchensale Middle School	5.6%	2.8%
Church Hill Middle School	6.4%	3.5%
Ridgeway Middle School	4.8%	1.9%
St. Bede’s Catholic Middle School	5.1%	2.3%
Walkwood CofE Middle School	5.1%	1.8%
Woodfield Middle School	7.3%	5.8%
The Kingfisher School	N/a	N/a
Pitcheroak School	N/a	N/a

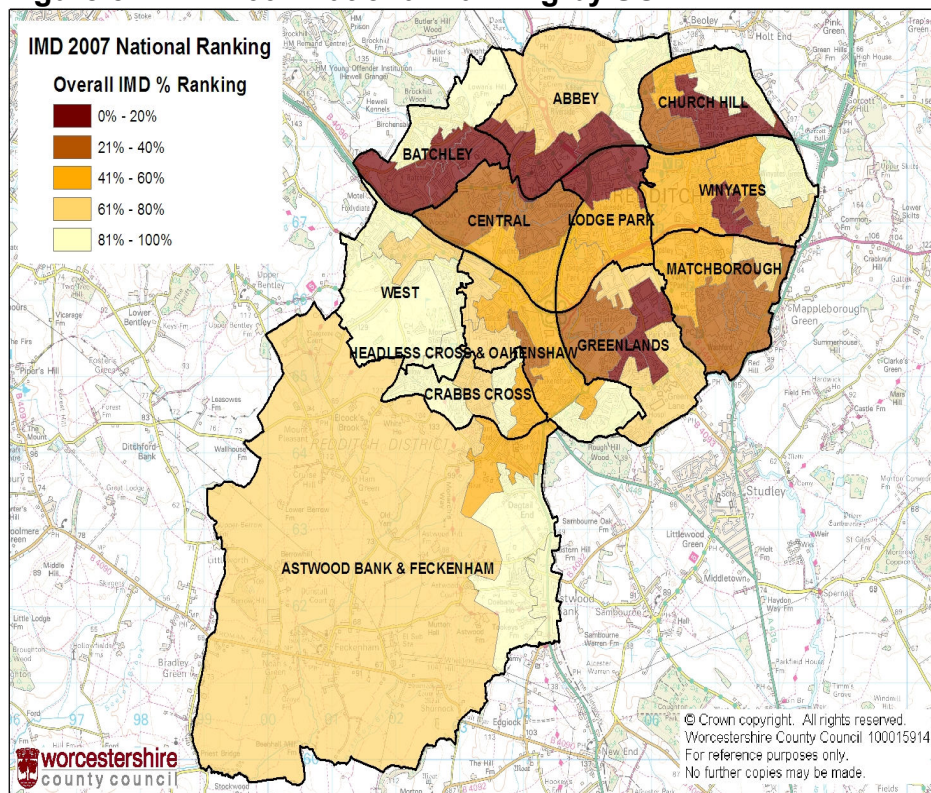
**Source: DCFS**

1.13 Based on data from May 2008, 3.8% of Redditch’s 16-18 year old population are in education, employment or training (NEET). This is better than the County average of 4.7%; however, almost a quarter (23.5%) of 16-18 year olds around

the Winyates housing estate are NEETs. Winyates is also statistically significantly different from the rest of the Borough, with the next highest NEET area, Smallwood, having 15% NEETs. Similarly, 31% of this population is claiming out of work benefits. A geographic focus on Winyates should concentrate on these two issues.

- 1.14 Redditch is the most deprived district in Worcestershire, something that has not really featured at a County level, where the focus appears to have been on parts of Worcester City and Kidderminster (Kidderminster is actually ranked 154<sup>th</sup> out of 354 nationally, compared to Redditch's 131<sup>st</sup>). Deprivation is all relative and it should be remembered that Redditch Borough is in the top 40% nationally, not the top 10%; however, there are wards where the deprivation is more serious:-

**Figure 5 – IMD 2007 National Ranking by SOA**



Source: IMD 2007

- 1.15 Within these wards, there are two areas that are within the top 10% most deprived in England:-

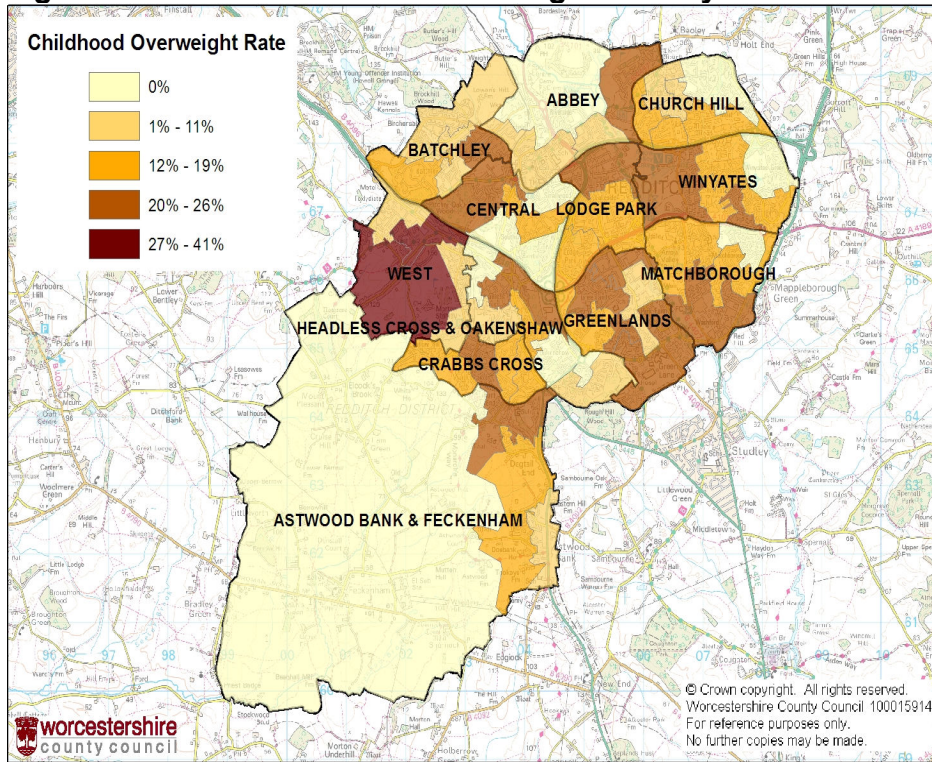
**Figure 6 – Top Five Deprived Super Output Areas in Redditch**

Area Description	Deprivation	Ward
Winyates Housing Estate (Ipsley C.E. Middle School)	Top 10%	Winyates
Church Hill YMCA Area	Top 10%	Church Hill
St Thomas More First School	Top 20%	Greenlands
Batchley	Top 20%	Batchley
Between Woodrow North and Woodrow South Roads	Top 20%	Greenlands

**Source: IMD 2007**

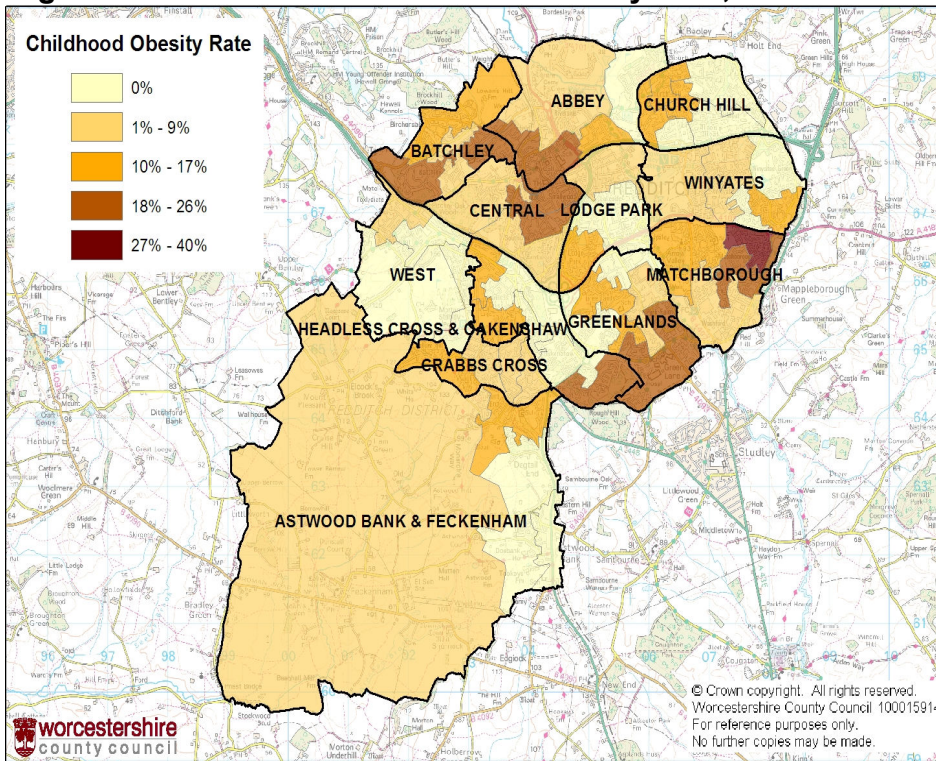
- 1.16 An analysis of the Index of Multiple Deprivation for these areas identifies barriers to housing, education and health as the three main concerns.
- 1.17 Tackling deprivation requires a multi-agency response. The Borough Council cannot be expected to deal with complex deprivation issues on its own, particularly, when it is not the lead for two of the three concerns identified. Engaging with our partners, in particular, the County Council and the Primary Care Trust are critical and for this reason we need a functioning Borough Local Strategic Partnership. Lessons from other regeneration projects suggest that progress may be slow at first, as it takes time to build a plan, engage partners (who may have different agendas) and assemble funding, but a sustained long term focus, usually provided through political leadership will bear fruit. The regeneration in Chelmsley Wood, north Solihull, provides a good example of what can be done. This large scale regeneration scheme was predicated on rising house prices over the last decade, using development and sector 106 monies to lever in improved schools, health facilities, housing and retail. Clearly, the recent economic downturn, depressed housing market and national budget deficit are all factors which are going to make regenerating parts of Redditch quickly more difficult, as the recent experience of the Church Hill regeneration scheme shows. The fact that conditions are difficult should not deter us and the example of Solihull points to the need for a sustained long term focus – they started in 1995. Given the red flag was only “awarded” in 2009, it is very early days.
- 1.18 Health inequalities was the other part of the “red flag” given to Redditch. The mortality rate from all circulatory diseases for under 75s is “much higher” than the County average (79.60 per 100,000, compared to 69.21), which suggests lifestyles is the issue. Smoking, drinking and obesity (diet and exercise) appear to be the causes, but the spatial distribution of these varies and in some cases is outside the five super output areas identified as the most deprived in Redditch.
- 1.19 Over a third of children in year 6 are overweight in the areas around Webheath, including Crumpfields Lane; conversely, obesity at year 6 is most prevalent in areas of Matchborough.

**Figure 7 – Year 6 Childhood Overweight Rate by SOA 2005/06**



Source: Data provided by PCT

**Figure 8 – Year 6 Childhood Obese Rate by SOA, 2005/06**



Source: Data provided by PCT

- 1.20 Redditch's levels of exercise are the lowest in Worcestershire, with only 19% of the population taking 30 minutes of exercise 3 times a week. The areas of lowest exercise do not cross reference to the areas with overweight or obese children (although there is some synergy around south Abbey and the neighbouring wards); however, the main point is that exercise levels are generally low across the urban part of the Borough.
- 1.21 Based on a lifestyle survey of secondary schools in 2007, year 8 and year 10 pupils in Worcestershire were much more likely to have drunk alcohol in the past week than the corresponding group in the rest of England. Binge drinking rates are the joint highest in Worcestershire, but we do not have data that drills down to ward or sub-ward level. Sub-ward data is available for levels of smoking and it would not be unreasonable to assume that there is a correlation between smoking rates and drinking rates. Redditch has the highest rate of adult smoking in the Worcestershire, with 26.5% of adults smoking. Five of the 17 smoking hotspots in Worcestershire are in Redditch.

### **Smoking Hotspots in Redditch**

- 1.22 Redditch has the highest rate of adult smokers in the County, with 26.5% of adults smoking. Smoking prevalence has been estimated for each of the Middle Super Output Area (MSOAs) in the County. There are 85 MSOAs in Worcestershire, of which seventeen fall within the top 20% areas with the highest rates. These MSOAs have been identified as County hotspots by the Worcestershire Primary Care Trust and Worcestershire County Council.
- 1.23 Five of the seventeen hotspot MSOAs are in Redditch:
- MSOA E02006730 covering Greenlands – 37% adult smokers. Ranked as 4<sup>th</sup> highest rate of all MSOAs in the County.
  - MSOA E02006722 covering Church Hill – 35% adult smokers. Ranked as 6<sup>th</sup> highest rate of all MSOAs in the County.
  - MSOA E02006725 covering Winyates – 32.8% adult smokers. Ranked as 8<sup>th</sup> highest rate of all MSOAs in the County.
  - MSOA E02006723 covering Batchley – 30.9% adult smokers. Ranked as 10<sup>th</sup> highest rate of all MSOAs in the County.
  - MSOA E02006724 covering North Redditch area including Trinity High School, Abbeydale, Smallwood and St. Georges – 30.3% adult smokers. Ranked as 12<sup>th</sup> highest rate of all MSOAs in the County.
- 1.24 These hotspots almost exactly cross match the five areas with deprivation in the top 20% nationally.
- 1.25 Teenage pregnancy and adolescent sexual health is the number one priority for residents when surveyed in November 2008. Teenage pregnancies, whilst life changing for the teenager involved, are small in number and the location difficult to identify as the data counts where young people live after the birth of their child.

1.26 In conclusion, for the LSP all this data suggests:-

- Winyates really stands out for the proportion of 16-18 year olds who are NEETs - 23.5% (the next highest area in the Borough is 15%).
- Winyates also have a very high worklessness level of 31%.
- Smoking rates cross reference to the 5 Super Output Areas (including Winyates) identified as being in the top 20% most deprived.
- It would be reasonable to assume that drinking levels also cross reference (we do not have this data).
- Overweight and obesity levels do not cross reference, instead being focused on around Webheath and Matchborough.
- Participation in sport across Redditch is generally low (19%), Winyates is not the worst offender, with Feckenham being the exception.
- A focus should be on Winyates for NEETs and worklessness;
- A focus on the 5 areas of deprivation (including Winyates) for smoking and drinking;
- A focus on increasing participation in sport across the urban parts of the Borough;
- A focus on overweight year 6 children in the West and Matchborough.

### **Crime and Fear of Crime**

1.27 There has been a small drop in the overall crime rate for the Borough (3,469 offences compared to 3,690), a 15 percentage point reduction in residents who view teenagers hanging around as a very/fairly big problem and a 15 percentage point reduction in residents who view people with or dealing drugs as a problem. The Redditch Profile notes: "Redditch appears to have made significant progress in tackling anti-social behaviour since 2006/07". Alcohol fuelled violence in the town centre remains a concern, as does community cohesion.

### **Housing**

1.28 The Council's Housing Department currently owns 6,083 properties, is exceeding its affordable housing target (but see also paragraph below) and is performing well on the number of households living in temporary

accommodation. The major challenge facing the Council is the planned changes to the Housing Revenue Account.

### **Core Strategy and Housing**

- 1.29 The preparation of the Core Strategy will address the issue of setting a level of new housing provision up to 2026 and identifying the new strategic sites for housing development. Housing is a key determinant of health and well being and through s.106 monies provides an opportunity to lever in infrastructure investment into the Borough and, in particular, some of our deprived areas. The North Solihull regeneration project was a planning led response to deprivation, working with the private sector to build a mix of private tenure and social housing and levering in new investment in medical centres, community centres etc. It was predicated on rising house prices, but given the core strategy looks forward to 2026, we should look to use techniques like local master planning and Planning4Real to support the focus on regenerating some of our more deprived areas.
- 1.30 What can we conclude from this analysis? Where the Council has direct responsibility e.g. leisure, parks or has an established partnership e.g. community safety, we can make a significant difference to our communities. The attainment, health inequalities and economic development we now face are complex and made more difficult by us not being the lead organisation; however, Redditch Borough Council is, due to its democratic mandate, the community leader. It is important that the Council invests in areas like strategic planning, the LSP and economic development to ensure the Council has sufficient strategic capacity to drive this agenda and lever in focus and investment from our partners over a sustained long term period and that we ensure that our direct service provision, like leisure, sports development, housing are more aligned to supporting the delivery of an enterprising community. It normally takes several years to fully align a budget. The forthcoming budget round will inevitably focus on efficiencies as we respond to the Comprehensive Spending Review.

## 2. National Policy

2.1 A change of national Government has led to a significant change in national policy towards local government. It is early days and we are not at a legislative stage yet, however, the Draft Structural Reform Plan (July 2010), gives the best indication yet of the Coalition Government's direction. Before looking at the specifics, two key phrases have emerged: "Big Society" and "New Localism".

### **Big Society**

2.2 Big Society includes the decentralisation of power, changes to the planning regime, increased accountability and increased transparency. Much of this will be legislative, so the Council will need to comply with it; however, there is more scope for local policy makers around the Cabinet Office's definition of Big Society: "encourage more Social Action and strengthen the voluntary sector through a programme to make it easier to run a voluntary sector organisation, get more resources into the sector and make it easier for the sector to work with the State". Specifics proposals include:-

- Support the creation of mutuals, co-operatives, charities and social enterprises;
- Explore how to make regular volunteering an element of civil service staff appraisals;
- Break down barriers to social action and volunteering;
- Launch a national day to celebrate social action;
- Train a new generation of community organisers;
- Fund and support the creation of neighbourhood groups.

2.3 All of these are particularly relevant to tackling our areas of deprivation.

2.4 The recent letter from the Secretary of State for the DCLG for local authorities to make it easier for people to have street parties, also points to a focus on events that bring people together and help develop an increased sense of community.

### **New Localism**

2.5 "A radical shift of power from Westminster to local people"; this is how the DCLG defines New Localism.



- 2.6 We can expect a Localism Bill to be passed in November 2011. We have already seen that New Localism will lead to a reduction in off shoots of central Government, for example, regional government, the Audit Commission and other quangos. It has also already led to the abolition of the Regional Spatial Strategies and current local government planning system
- 2.7 The Structural Reform Plan also includes proposals for giving residents the power to instigate local referendums on any local issue and veto excessive council tax increases. New Localism also suggests an increased focus on community engagement, through techniques like participatory budgeting and neighbourhood budgets.

### **Comprehensive Spending Review**

- 2.8 The financial backdrop to this is the impending Comprehensive Spending Review (20 October 2010), which will set out the Coalition Government's plans for deficit reduction. The size of the reductions and speed are still a matter of conjecture, but range from 25% to 40%; either way, they are significant and every head of service has been asked to complete an Options for Change pro-forma, detailing how they might achieve these reductions and the anticipated impact on service provision.
- 2.9 A local government resource review is also due to start in summer 2011, finishing sometime in 2012, which could see a change to how local government is funded. If the outcomes are consistent with New Localism, a move towards less central government funding and more local taxation may be in the offing.

### **Climate Change**

- 2.10 The Coalition Government has promised to be the "greenest ever". The Department of Energy and Climate Change's part of the Structural Reform Plan includes:-
- A reduction in central government's emissions by 10% in 12 months; and
  - Build support for the increase in the EU emissions reduction target to 30% by 2020 (and increase of 10 percentage points).
- 2.11 It would come as no surprise if the first commitment is passed onto local government and the second commitment would be a legal requirement.

### **3. Regional/Local Policy**

#### **Worcestershire Local Area Agreement**

- 3.1 The key strategic document which makes the link between national, regional and local policy is the Local Area Agreement (LAA). The current LAA is due to run out in March 2011. The Worcestershire Partnership fought a long battle with regional government to prevent the Worcestershire LAA being a means for imposing Whitehall targets in a local setting and it does broadly reflect Worcestershire priorities, not imposed Whitehall targets. The LAA is determined by a "Story of Place", which uses consultation and evidence to identify the main issues affecting Worcestershire. It is anticipated that the "Story of Place" will continue, that the LAA will not be replaced when it ends in March 2011 and that instead an updated Worcestershire Sustainable Community Strategy will include a tighter set of priorities, supported by appropriate indicators. It is important that the Leader and Chief Executive continue to work at a county level to ensure that the attainment and deprivation issues identified in Redditch are reflected in the new more tightly focused Strategy.

#### **Borough Community Strategy**

- 3.2 At a local level, we will still need a Borough Sustainable Community Strategy, which will provide a long term vision and business plan for the Borough, which the Leader of the Council in her role as Chair of the Redditch Partnership, can use to engage with partners and hold them to account. Currently, the Borough Sustainable Community Strategy is due to run out in March 2011 and is unfocused, containing 48 priorities. A new focused strategy is currently underdevelopment, with an expected four priorities:-
- Health inequalities;
  - Children and young people (with a focus on attainment);
  - Economic development; and
  - A geographic focus (starting with Winyates).

## 4. Consultation

### Viewpoint

- 4.1 Worcestershire Viewpoint is a free survey conducted by the County Council's Research and Intelligence Unit. The survey was conducted in November and December 2009 and the results published in March 2010. The report measures residents' perceptions (like the Place Survey which has now been abolished). The headline results are as follows:-
- Redditch has had the most change year on year compared to any other district;
  - The % of residents satisfied with the Council has risen from 43.5% to 47.3%;
  - Satisfaction with the Redditch as a place to live has risen from 77.2% to 82.7%;
  - The % of residents who agree that they can influence decisions in their area has increased from 27.5% to 29.6%;
  - All the indicators around litter and waste have improved, with the satisfaction with doorstep recycling showing a marked improvement from 66.1% to 74.7%.
- 4.2 The results on community safety are also positive, with an 8 percentage point reduction in residents who think ASB is a problem in their area.
- 4.3 The continuation of Viewpoint is now under review. The Head of Customer Service would like to see a more localised survey that measures customer service and satisfaction with local services. The Head of Leisure and Cultural Services has also expressed a need for this type of data. The Director of Policy, Performance and Partnerships supports this view.

### Community Engagement

- 4.4 To support the development of the Council Plan and budget deliberations, the Council has held a budget jury with residents, which mirrors the process that Members go through. The Priorities recommended by the Jury are:
1. Economic Development
  2. Housing
  3. Value for Money
  4. Community Safety
  5. Clean

4.5 For each recommended priority the jury identified the following key deliverables:

- 1) Economic Development
  - i) Job opportunities
  - ii) Apprenticeships and mentoring
  - iii) Attracting new business to the area
- 2) Housing
  - i) Affordable housing (developer percentage)
  - ii) Housing mix
  - iii) Loss of housing benefit
  - iv) Homelessness
- 3) Value for Money
  - i) Customer services / getting through / returning calls
  - ii) Land use – maximise the value
  - iii) Increase amount of council tax collected
  - iv) Shared services
- 4) Community Safety
  - i) Anti-social behaviour
  - ii) Street lighting
  - iii) Footpaths – repair / clean / clear from overgrown shrubs etc
- 5) Clean
  - i) Enforcement
  - ii) Community justice – payback
  - iii) (Underpinned by education)

## 5. Performance Position

### Performance Indicators

5.1 There is some very good performance in Redditch. As previously mentioned, performance on the Clean and Green priority is strong, for example, visitors to the Arrow Valley Countryside Centre, visitors to the Palace Theatre, visitors to the Museum and Bordesley Abbey were all better than target in quarter 1 2010/11. The Council is also progressing on its climate change agenda with an 8% reduction in CO2 emissions from buildings; however, the Council has some distance to travel to achieve excellence; whilst the Clean and Green priority is generally good the Council appears to be generally weaker on processes, compared to the best in class:-

- Time taken to process benefit claims 12.6 days (best in class 5 days);
- % of invoices paid within 30 days 93.32% (best in class 98.24%);
- % of calls answered by switchboard and contact centre 77.7% (private sector would be looking for 90%);
- % of household waste sent for reuse, recycling and composting 23.06% (best in class 51.91%, although we are currently experiencing a 20% rejection rate from the MRF);
- Sickness levels are also on the high side at over 9 days (the private sector average is 7.5 days per FTE).

Services which strong processes are most suitable for techniques like lean systems (see Transformation and Customer Services section).

### **Audit Commission**

- 5.2 The Audit Commission is set to be abolished although some of performance regime for local government will continue, probably with a reduced number of National Indicators, increased transparency, some financial benchmarking, expanded private sector auditing of the financial accounts, particularly, around value for money and reserve powers for central government to intervene in failing local councils.
- 5.3 Although the Audit Commission is set to be abolished, the “red flag” for health inequalities and attainment in Redditch remains relevant. The issues still exist.

## **Transformation and Customer Service**

- 5.4 The Shared Services programme includes identifying six areas as suitable for a deeper transformation using private sector techniques like lean systems (particularly associated with manufacturing and therefore most suitable to workflow processes). Experience from other local authorities that have used these techniques suggests that can have a dramatic impact on customer service, for example, reducing benefits claim turnaround times by 70%.
- 5.5 Not all of the Council will be able to go through a deeper transformation, but is important that we drive improved customer service across the whole of the Council. Whilst customer service is seen as crucial by the private sector to retaining customers and increasing profits, the public sector has focused on either reducing costs or targets, neither of which has enabled a focus on the customer. The best example of this is letter writing and complaints handling. Customer service is also something that should be seen as part of everyone's job, not just those staff working in the Customer Service Centre. The Head of Customer Service will shortly be producing a Joint Customer Service Strategy for both councils. The intention is to re-launch customer service, develop customer standards for each team, provide training on letter writing and customer service in general and in the longer term work towards achieving the Customer Service Excellence accreditation for the whole council, which is like Investors in People, but for customer service.
- 5.6 We will also need to focus on the Customer Service Centre and how it interfaces with the rest of the Council. Current performance levels could be higher and anecdotal evidence suggests call waiting times can be an issue. Working with service departments should address this in the medium term.

## 6. Strategic Direction

### Vision

6.1 The Council's Vision is:-

“An enterprising community, which is safe, clean and green.”

6.2 This Vision is still considered appropriate.

### Priorities

6.3 Based on the analysis:-

Current Priority	Comment	Report Ref.
Enterprising Community	The critical priority for the Council. The Council is not directly responsible for economic development and education, but we are the community leader for the Borough and must continue to engage our partners on this agenda.	1.7 -1.26 1.28
Safe	Actual crime levels have fallen as has the perception of crimes, in particular, ASB. Community cohesion and drink fuelled violence in the town centre remain an issue.	1.27
Clean and Green	Although a priority, this is already an area that is performing well. We may need to look at moving resource from this priority towards the enterprising community priority; however, tackling climate change will require further resource.	5.1 2.10
A Well Managed Organisation	Along with “Enterprising Community”, the key priority for the Council. The forthcoming Comprehensive Spending Assessment will see a 25% to 40% reduction in central government spending. The Council is well placed to respond as a result of shared services.	2.8

### Key Deliverables

6.5 The budget bids and performance measures for each proposed priority will need to be “worked up” through the business planning process, budget process and production of the Council Plan 2009/2012 (March 2009

Cabinet). The outline key deliverables/areas of focus for each priority are:-

Priority	Areas of Focus
<p>Enterprising Community</p>	<p>Developing focused sustainable community strategy and ensuring Council has capacity to support this.</p> <p>Development of Core Strategy that supports an enterprising community, in particular, using planning to regenerate areas of deprivation, land for economic development and housing growth that supports improved infrastructure; whilst maintaining the green and open spaces of the Borough.</p> <p>Continued development of north Worcestershire EDU (including improved marketing).</p> <p>Increasing capacity of voluntary sector, with particular, focus around areas of deprivation, including use of possible social enterprise company.</p> <p>Agree outcomes of HRA review improve tenant involvement and align housing strategy to sustainable community strategy.</p> <p>Public art and infrastructure that improves pride and perception of town.</p> <p>Increased engagement with our communities.</p>
<p>Safe</p>	<p>Focus on communications to help improve perception.</p> <p>Sustainability of front line delivery officers.</p> <p>Community cohesion.</p> <p>Improved mulit-agency/cross tenure working.</p> <p>New PACT process.</p> <p>Continue link with Worcestershire Regulatory Services and economic support</p>




	<p>in general.</p> <p>Pro-active interventions on key outcomes e.g. burglary, alcohol related crimes etc.</p>
Clean and Green	<p>Improve the recycling rate (including green waste/garden waste).</p> <p>Enhance car parking provision.</p> <p>New measured street cleansing schedules.</p> <p>Reduce Council CO2 emissions through spend to save schemes and work with partners on climate change e.g. insulation etc.</p> <p>Ensure Council services risk assessed for impact of climate change.</p> <p>Abbey Visitor Centre utilisation and management of. Palace Theatre utilisation.</p> <p>Numbers, quality and utilisation (for pitches, allotments, play and open spaces and sports facilities).</p>

### A Well Managed Organisation


6.5 Delivering these priorities is underpinned by being a well managed organisation. Particular areas of focus are:-

 Managing Finances

Medium Term Financial Strategy (post CSR), improved budget consultation and integrated financial/performance reporting.

 Governing the Business

Continued focus on procurement and improved corporate and risk management systems.

 Managing Resources

Asset Management, in particular, building utilisation and community assets. Workforce Planning Strategy.

 Managing Performance

Data quality, project management, performance management arrangements and improved value for money measures.

✚ Customer Processes

Focus on customer need, reduce demand by getting right first time, develop a joint customer service strategy, review access channels and one stop shop provision.

✚ Political Governance

Member development, Standards, Strong Leader and Localism Bill.

✚ Shared Services/Transformation

Shared Services programme, Transformation programme, improved IT communication systems, single financial ledger.

✚ Worcestershire Enhanced Two Tier

Continue roll out of WRS. Seek further opportunities.

✚ Planning

Core Strategy. Improved ICT. Increased income from areas like building control.

✚ Learning and Development

Workforce Planning Strategy. Competency Framework. Corporate Training Plan.

✚ HR Modernisation

Harmonisation of terms and conditions. Single Status.

✚ Positive Employee Climate

Internal communications, visible leadership, recognition and celebration of achievements, performance management, sickness absence and Employee Survey.

- 6.6 These are still considered appropriate at this outline stage, but will be subject to further consideration as we work through the service business plans and Council Plan.

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**1st November 2010**

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**CUSTOMER FEEDBACK POLICY**

**RECOMMENDED that**

**the Customer Feedback Policy as set out in Appendix 1 to the report be approved.**



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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20th October 2010

**CUSTOMER FEEDBACK POLICY**

Relevant Portfolio Holder	Mike Braley
Relevant Head of Service	Amanda de Warr
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

- 1.1 This report outlines recommendations for changes to the corporate customer feedback process with a view to providing a more effective means for a customer to make comments, compliments or complaints about services and staff. The recommendations aim to streamline the process to make it easy for customers to access and for staff to administer and to ensure staff have a consistent approach when dealing with customer feedback.
- 1.2 If members approve the process, officers will implement computer software to enable staff to capture data about complaints and improve reporting mechanisms.

**2. RECOMMENDATIONS**

**The Executive Committee is asked to RECOMMEND that**

**the Customer Feedback Policy as set out in Appendix 1 to the report be approved.**

**3. BACKGROUND**

- 3.1 An appropriate customer feedback policy is necessary to:
- ensure that we obtain information about the public perceptions about our services,
  - inform future policy and service planning, and
  - provide customers with a mechanism to raise concerns about how we have dealt with something.
- 3.2 There are 6 overriding principles to good complaints handling that should be followed at all times:
1. Getting it right;
  2. Being customer focused;
  3. Being open and accountable;
  4. Acting fairly and proportionally;

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5. Putting things right;
6. Improving as a result.

3.3 All forms of feedback help us to:

- understand what services people value and why;
- share good practice;
- make sure we learn and develop in a way which keeps providing a good service to customers;
- recognise when staff 'go the extra mile'.

3.4 Customer feedback is a valuable source of customer insight and complaints provide a valuable source of data we can use to inform what we do in the future.

3.5 The process for customers should be straightforward and easy to understand. We should deal with customer complaints correctly, comprehensively and as quickly as possible.

3.6 Complaints procedures are not in place to give everyone who asks for one a different answer to their problem, but to ensure the answers we do give are correct, timely and take account of the individual's circumstances if it is possible to do so. However, where we have made a mistake, or not done as well as customers expect we should be able to admit this and learn from the feedback. The outcome of investigations should be clearly documented using plain English and we should empathise with the customer.

3.7 The proposed policy sets out a streamlined and customer focused approach to dealing with customer feedback, specifically customer complaints. It ensures that customers have the assurance that their complaint will be dealt with at a senior level and that complaints are reported to the Chief Executive and members. It also ensures that customer complaints are taken seriously, that there is a clear outcome, even if we cannot resolve their problem and that we have implemented changes where it possible to do so.

3.8 The major change to the procedure currently in use in Redditch is the proposal to remove the Members Panel. Data collected in respect of complaints taken to the Members Panel show that the decision in respect of the complaint is almost never changed. Whilst this might give the customer the impression that they have taken their complaint to every possible level it is wasteful in terms of officer time and adds nothing to the outcome. The proposed scheme takes a streamlined, 'right first time' approach.

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- 3.9 However, some form of appeal process is desirable and we must be clear in what circumstances these will be considered and action taken. For example, it may be there is new evidence or information in respect of the case which would lead us to believe that the case could not have been fully investigated, or a belief that the complaint had not been properly handled. Otherwise, the customer has the option of taking the matter to the Ombudsman, their MP, or their local member. If we get the process right up front there should be few which need to go to a further stage.

**4. KEY ISSUES**

Any changes to such policies must be led by a desire to improve it for customers. This can lead to some organisational concerns such as, will we be able to meet customer expectations without placing additional burdens on the organisation and its staff. The recommended policy and resulting procedure will be easy for all to understand, should result in a reduction in work as it reduces steps in the process, thus cutting out waste, whilst still ensuring customers have a robust mechanism through which to complain where it is necessary to do so.

**5. FINANCIAL IMPLICATIONS**

Failure to handle complaints well may result in complaints to the Ombudsman which can result in financial recompense being ordered.

**6. LEGAL IMPLICATIONS**

Failure to handle complaints appropriately can lead to further legal action being taken.

**7. POLICY IMPLICATIONS**

As set out in Appendix 1.

**8. COUNCIL OBJECTIVES**

The recommended policy and procedure are in line with the Council's vision in respect of putting the customer first

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

- 9.1 Specific risks relating to the proposed policy and procedures are:-

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- Failure to respond appropriately to complaints;
- Delay in responding to complaints;
- Not addressing concerns resulting in loss of public confidence;
- Failure to identify trends or recurring themes and acting upon them

9.2 Heads of Service will be responsible for ensuring sufficient checks are in place to ensure complaints are dealt with appropriately, within the agreed timescales and ensuring that the customer receives a high quality response. Additionally customer feedback will be monitored by the Head of Customer Services.

9.3 Identified risks have been included in the Customer Services Risk Register.

**10. CUSTOMER IMPLICATIONS**

An easy to understand and accessible complaints process shows commitment to customer service and will continue to drive improved customer satisfaction. The recommended process will show that we take complaints seriously and welcome them as a way of identifying service improvements.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

The process will apply to all customers and ensure that all complaints are handled consistently. An impact assessment based on the proposed procedure has been completed and there are no actions arising.

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

Improvements in customer service generally results in a reduction of preventable contact which increases value for money, by increasing capacity to deal with other issues. Reducing the steps in the process and ensuring we provide a quality response first time will reduce further contact.

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

None

**14. HUMAN RESOURCES IMPLICATIONS**

None

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**



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Better reporting will be possible by implementing the i-case software. A process that is consistent in both Redditch and Bromsgrove will enable us to provide comparative data, and as we move into more shared services remove the need to operate separate systems. Reporting currently in place will remain, but will be improved by providing heads of service with details for their areas. In addition we will be including details of Ombudsman's complaints and MP enquiries in future reports as both can be an indication of areas for improvement.

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

None

**17. HEALTH INEQUALITIES IMPLICATIONS**

None

**18. LESSONS LEARNT**

None

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

None at this stage but in future users of the policy will be asked for their feedback and this will inform future amendments.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	Through CMT
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Through CMT
Director of Policy, Performance and Partnerships	Through CMT

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Head of Service	Author
Head of Resources	Through CMT
Head of Legal, Equalities & Democratic Services	Through CMT
Corporate Procurement Team	Through CMT

**21. WARDS AFFECTED**

All Wards

**22. APPENDICES**

Appendix 1 - Draft Customer feedback Policy.

**23. BACKGROUND PAPERS****AUTHOR OF REPORT**

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**GARDEN WASTE COLLECTION SERVICE – OUTCOMES OF TRIAL**

Recommendations were substantially updated by the Executive Committee:  
see later Decision Notice for outcomes (to follow)

**RECOMMENDED that**

- 1) ~~*the preferred option for the future of the service, from the four options as summarised in paragraph 5.3, be approved together with any subsequent increase to the Capital Programme 2010/11 be approved and funded from the saving in grant as detailed in this report; and*~~

**RESOLVE that**

- 2) ~~*Officers explore options for the sharing of the service with Bromsgrove District Council, including roll out of the service across the whole Borough, as part of the transformation programme of environmental services during 2011/12; and*~~
- 3) *the outcomes of the trial garden waste collection service be noted.*



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**GARDEN WASTE COLLECTION SERVICE - OUTCOMES OF TRIAL**

Relevant Portfolio Holder	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment And Health
Relevant Head of Service	Guy Revans, Head of Environmental Services
Key Decision	

**1. SUMMARY OF PROPOSALS**

The report contains details of the trial garden waste service which is running from March to November 2010 and recommendations for future service delivery.

**2. RECOMMENDATIONS**

The Committee is asked to **RECOMMEND** that

- 1) **the preferred option for the future of the service, from the four options as summarised in paragraph 5.3, be approved together with any subsequent increase to the Capital Programme 2010/11 be approved and funded from the saving in grant as detailed in this report; and**

**RESOLVE** that

- 2) **Officers explore options for the sharing of the service with Bromsgrove District Council, including roll out of the service across the whole Borough, as part of the transformation programme of environmental services during 2011/12; and**
- 3) **Members note the outcomes of the trial garden waste collection service.**

**3. BACKGROUND**

- 3.1 In January 2010 Members agreed that a trial chargeable garden waste collection service would be operated across two trial areas of the Borough during 2010.
- 3.2 The service was offered to approximately 4,800 households and began in March, running to the end of November at a charge of £35 per customer.

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**4. KEY ISSUES**

- 4.1 A garden waste service is a key way of increasing performance against NI 192 which measures the amount of household waste re-used, recycled and composted.
- 4.2 The trial service was offered to around 4,800 residents across two trial areas in the west and east of the Borough. There was a greater level of customer take up in the west (10.5%) than the east (2.6%) with the overall take up rate at 6.7%.
- 4.3 62% (a very high response rate) of customers who have used the trial service responded to a user survey and all those who responded (with one exception) said that they would continue to use the service.
- 4.4 All districts in Worcestershire offer a chargeable garden waste service (see Appendix 2 for full details).
- 4.5 We know that an amount of biodegradable garden waste is disposed of in grey bins and also that a lot of residents use orange sacks to dispose of garden waste in the summer months. A small percentage of Redditch's grey bin waste is currently landfilled and the majority is sent to be treated at an energy from waste facility in Warwickshire but there is a need to support the county wide approach and reduce the amount of biodegradable waste which is disposed of.

**5. FINANCIAL IMPLICATIONS**

- 5.1 The cost of running the trial garden waste collection service is approximately £12k and is funded by income generated.
- 5.2 Originally it was estimated that the trial would result in a shortfall of £6k based on a 10% take up but this has been mitigated by not having to hire in vehicles and optimising use of existing fleet.
- 5.3 There are four options for moving forward as summarised below:
- a) Stop the service;
  - b) Maintain the existing level of service in two trial areas;
  - c) Extend the trial service in an area where we expect to get a higher level of take up (see appendix 3 for a list of proposed streets);

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- d) Stop the trial in the east and increase west trial to cover 10,000 properties;
- e) Extend the service to all suitable properties across the Borough.

5.4 The estimated cost of identified options for the future service based on a charge of £35 per customer, are detailed in the table below:

	<b>OPTION b</b>	<b>OPTION c</b>	<b>OPTION d</b>	<b>OPTION e</b>	<b>OPTION e</b>
<b>Service components</b>	Maintain existing trial areas	Add 5,000 properties to west trial, maintain east	Stop in east and increase west trial to cover 10,000 properties ( figures based on 10% take up)	Borough wide approx 30,000 properties (10% take up)	Borough wide approx 30,000 properties (7% take up)
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Publicity printing & delivery	3	5	8	30	30
Operational costs (staff & vehicles & Fuel)	9	27	27	86	86
<i>Total cost of running service</i>	12	32	35	116	116
Income received	12	30	35	105	74
<b>Shortfall</b>	-	2	0	11	42

<b>Estimated charge per customer to cover cost of service</b>	<b>£36</b>	<b>£37</b>	<b>£35</b>	<b>£39</b>	<b>£55</b>
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<b>Additional wheeled bins required (approx £21 each)</b>	<b>Already have bins</b>	<b>£11k*</b>	<b>£16k</b>	<b>£63k</b>	<b>£44k</b>
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\*for the extension of the area to 5,000 properties, green bins can continue to be used

5.5 For any revision to the service a number of bins would have to be purchased for customers. There is currently a £15k saving within the service area relating to grant received for waste management. It is proposed that this saving be utilised to fund capital costs arising from the additional bins. Option c and d could be funded from this saving. Approval of Option e would result in additional funding being identified or an increase in charge to the customer of between £39 and £55.

5.6 It should be noted that there will be a requirement to purchase brown bins if the service is rolled out across the town on a long term basis. However, the type of bin would depend on who provided the service, which will be looked at as part of the transformation programme for environmental services in 2011/12. Therefore brown bins should not be purchased until the outcome of the transformation process is known.

**6. LEGAL IMPLICATIONS**

Under the Environmental Protection Act 1990 the Council has a duty to collect household waste, which includes garden waste generated by households, but may make a charge for its collection.

**7. POLICY IMPLICATIONS**

7.1 The Joint Municipal Waste Management Strategy (JMWMS) 2009 sets the Partnership a target of 43% recycling/composting by 2014. As a signatory to the JMWMS, Redditch Borough Council has committed to play its part and increase its re-use/recycling/composting rate (NI 192) and provision of a garden waste collection service helps to do this. All other Worcestershire districts provide residents with a chargeable waste collection service (see Appendix 2).



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7.2 Currently, the majority of residual waste collected in Worcestershire is land filled. The Partnership needs to reduce the amount of biodegradable waste sent to landfill in order to meet Landfill Allowance Trading Scheme limits in future years. Whilst the majority of residual waste collected in Redditch is disposed of through an energy from waste facility in Warwickshire, there is a need to consider Redditch's arrangements in a county wide context.

7.3 Unless the service is offered Borough wide, it is recommended that residents continue to be offered the option of purchasing up to two orange sacks per fortnight for the disposal of extra household waste. During the summer months orange sacks are often used for the collection of garden waste.

**8. COUNCIL OBJECTIVES**

Provision of good quality, customer focused waste collection services meets the Council priority of a 'Clean and Green' Borough.

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

9.1 A risk management plan will be developed as part of the roll out of the service, should this be agreed. The main risks associated with the details included in this report are:

- a) loss of income due to lack of customer take up;
- b) failure to increase performance (NI 192) and meet county wide targets set in the JMWMS;
- c) County Council levied Landfill Allowance Trading Scheme (LATS) penalties if limits for the amount of biodegradable waste landfilled in Worcestershire are exceeded;
- d) failure to secure a local delivery point for the disposal of the garden waste increases running costs and the risk of under recovery

9.2 These risks will be entered into the risk registry.

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9.3 All risks are being managed as follows:

- a) loss of income and lack of waste collected leading to poor performance will be minimised through effective promotion and maximised efficiency of the collection service, looking for ways to minimise hire costs etc.
- b) an option to mitigate any loss of income is to stop the service completely whilst options for a shared service are considered as part of the transformation of environmental services;
- c) Negotiations are currently underway with WCC to source a local delivery point and it is likely that this will be in place for March 2011.

**10. CUSTOMER IMPLICATIONS**

- 1 20% of residents across Worcestershire and Herefordshire have said that they would be prepared to pay for a collection of garden waste (JMWMS consultation, May 2009). Other Worcestershire authorities have found that there is a demand for the service (see Appendix 2). Full details of customer consultation carried out as part of the trial are included in section 19.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

The needs of all customers are considered in the delivery of waste collection services, including the garden waste service. Assisted collections, different sized bins and information on the service in different formats are all available to residents upon request.

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

- 12.1 In accordance with the JMWMS, it was agreed that the service should aim to be cost neutral.
- 12.2 Members may wish to consider increasing the charge of the service to reduce the risk of running at a deficit. The charges made by other Worcestershire districts are detailed in Appendix 2.
- 12.3 The option of sharing the service across Redditch and Bromsgrove is one which will be explored further as part of the transformation programme for environmental services during 2011/12.

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12.4 The aim is for the service to be self financing including provision / replacement of bins to existing customers

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

13.1 In 2009/10 **2,216** tonnes of garden waste were taken by residents to the Household waste site which involves residents using their own vehicles to transport small amounts of waste. If we estimate that each load weighs 100kg, then this equates to over 22,000 separate visits. Whilst operating the service increases transport emissions, there is potentially a reduction in the number of individual public visits to the Household Recycling Centre.

13.2 The Strategic Environmental Assessment which forms part of the JMWMS, states that “***options which have area wide green waste collections secure more benefits overall than other options because of increased tonnages of waste recycled, principally biodegradable waste***” (SEA p.38).

13.3 The service has an impact on climate change indicator NI185 due to increased transport emissions. The table below includes estimated figures for the trial service. Mileage has been minimised by the size of vehicle used and next year, we will be able to dispose of the garden waste locally rather than transporting it to Pershore.

	Mileage undertaken	Resultant CO2 kg/ tonnes
Collection mileage	3855	10,140
Disposal mileage	6820	17,939
<b>Total mileage</b>	<b>10,675</b>	<b>27,979</b>

13.4 In 2008/09 the total carbon arising from the council’s fleet was 590 tonnes. Transport emissions from the trial service will have added approximately 6.3% to overall fleet emissions but if we consider collection only this would be 2.3%. If the service were to be rolled out across the town, this would result in an estimated increase of 13.7% on the total carbon emissions from the council’s fleet (based on one vehicle working for 32 weeks).

13.5 Garden rounds are larger than ordinary collection rounds as they need to cover a wider area, however they are based on existing geographical rounds to ensure that rounds are as efficient as possible in terms of transport distances.

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- 13.6 Whilst Redditch Borough Council's waste currently goes to an energy from waste facility, diverting biodegradable waste from this route could provide capacity for other Worcestershire waste to be diverted from landfill.
- 13.7 There may be indirect benefits relating to public attitude as given the opportunity to recycle more can lead to additional sustainable behaviours.
- 13.8 There was a risk that a garden waste collection would reduce the amount of home composting. However, door step surveying found that the delivery of publicity in the two trial areas seemed to have increased the number of residents that have taken up home composting. In accordance with the Waste Hierarchy, our initial aim was to prevent waste and our publicity materials promoted home composting as the best way to deal with garden waste, ***“our garden waste collection service is specially designed for residents who generate a lot of garden waste but don't have sufficient home composting facilities.”***
- 13.9. It is likely that statutory CO2 targets will be introduced in the future.

**14. HUMAN RESOURCES IMPLICATIONS**

Agency staff would be employed to operate the service if it is agreed that it will be further rolled out during 2011. This would continue until the preferred option of service delivery has been identified as part of the transformation programme.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

- 15.1 Since the introduction of targets for increasing the amount of waste recycled and composted (NI 192), one of the key reasons for providing a garden waste service has been to improve performance. As part of the trial 52 tonnes of garden waste have been collected for composting to the end of August. Performance against NI 192 for the first quarter of 2010/11 has been estimated at **25.5%** compared to the first quarter of 2009/10 which was 28.22%.
- 15.2 Now that all other Worcestershire authorities provide a similar collection of commingled recyclables and also a garden waste collection (with a food waste collection in Wychavon), Redditch's performance in comparison with Worcestershire districts is reducing as shown in the table below:

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<b>Authority</b>	<b>Estimated NI 192 Outturn 2010/11</b>
Bromsgrove DC	40%
Malvern Hills DC	33%
Redditch BC	29%
Wychavon DC	44%
Worcester City	35%
Wyre Forest DC	29%

- 15.3 The following table shows the number of fly-tips reported by the public and reported by cleansing crews in the two areas where the trial collection service is taking place, there has not been a reduction in fly-tipping levels in the two trial areas:

<b>Area</b>	<b>Number fly-tips April – Sept 09</b>	<b>Number fly-tips April – Sept 10</b>
East	170	199
South West	59	97

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

There are no direct community safety implications.

**17. HEALTH INEQUALITIES IMPLICATIONS**

There are no direct health inequalities implications.

**18. LESSONS LEARNT**

Full details of the outcomes of the trial service are included at Appendix 1. It has allowed us to assess: level of customer demand, costs, operational and administrative impacts and effective publicity.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

- 19.1 As part of the trial several pieces of customer consultation were completed including. The comments made by residents from the two pilot areas who did not take up the service are summarised in the table below:

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<b>Comment</b>	<b>No. comments made</b>
Already compost / have shredder	11
I'm retired and it gives me something to do (go to the tip)	9
Garden not big enough to create that much waste	8
Cost + it should be taken away with the "normal" waste	6
We have a gardener and they take the waste away	4
Not interested	5
Not happy with additional cost / already compost / go down tip / Put it in grey bin	5
Appalled its not free. Already compost. Put rest in grey bin	2
Brilliant service. Are you going to keep it?	1
Lost leaflet. Want service, leaflet given	1

19.2 A face to face survey of residents who used the Household Recycling Centre (HRC) to dispose of garden waste for composting was also completed. 52 people were surveyed and these were from many different parts of the Borough. 10 people who we spoke to were in the garden waste pilot area and their comments are summarised below:

- a) 2 people in the west area had not heard of it but said they would take up the service;
- b) 8 people said they had not taken up the scheme because they didn't have enough garden waste, they felt it was too expensive or because they prefer to bring it to the tip themselves.

36 people who we spoke to were not in the garden waste pilot area and their comments are summarised below:

- a) 13 people said it was too expensive;
- b) 13 people said they didn't have enough waste for a regular collection;
- c) 7 people said they would take it up if it became available to them;
- d) 1 person said that if they got too old to drive they would use it;
- e) 1 person said they like bringing it to the HRC;
- f) 1 person had about 5 compost bins but brought bigger stuff to the HRC.

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19.3 The majority of people use the HRC over the summer months only and it was once a month or less that they came to use the HRC to dispose of garden waste. Overall everyone we spoke to preferred the method of contact via a leaflet through the door and the majority of people we spoke to were older residents (age 50+).

19.4 During August a postal survey was carried out of all residents who used the trial service. There was a very positive response to the survey with a 62% response rate and all those responding saying that they were happy with the service and would use it again, with one exception where a resident had found they did not produce enough garden waste.

**20. OTHERS CONSULTED ON THE REPORT**

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

**21. WARDS AFFECTED**

There are a number of affected wards and these vary depending on the preferred option; appendix 3 gives a full list of affected streets.

**22. APPENDICES**

Appendix 1	Outcomes of trial garden waste collection service
Appendix 2	Details of the garden waste services offered across Worcestershire
Appendix 3	Proposed list of streets for extension of trial service
Appendix 4	Garden Waste Strategy – Overview & Scrutiny Referral

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**23. BACKGROUND PAPERS**

Draft Revised Joint Municipal Waste Management Strategy 2009

**AUTHOR OF REPORT**

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## Appendix 1 - Details and outcomes of the trial service

- 1.1 The trial service was offered to approximately 4,800 households in two different areas of the Borough; an area of the town in the west (Webheath, Callow Hill, Hunt End and Walkwood) with a higher level of traditional housing with larger gardens (2,310 properties) and the other area in the east (Winyates East and Matchborough East of the town in new town properties with smaller gardens (2,488 properties). As per Member request, the areas were selected to represent different housing types and customers across the Borough and matched existing waste collection rounds for ease of administration.
- 1.2 A number of things were done to promote the new service including:-
  - An initial introductory A5 flyer to targeted households
  - An information guide (how to use the service) to those taking part
  - A bin sticker (to confirm receipt of payment) to those taking part
  - A follow up A5 flyer to residents who hadn't taken up the service
  - Bin tags to highlight contamination issues to those taking part when needed
  - New pages on the web site.
- 1.3 Because this was a trial service in specific areas, it was not possible to "universally" promote this service although a small article did appear in the local paper at the start of the year.
- 1.4 Requests for service were handled by the Contact centre and information was also made available on the website. A checklist of areas /addresses taking part were linked to the pages so the CSA's knew which residents were applicable for the service. This was very important as the service was only available to a small number of households.
- 1.5 As this was a trial, we were only able to offer two payment methods – by telephone or payment in person at either the Town Hall or the outer one stop shops. New booking forms were created for customers who chose to book in person. All requests for service were recorded into the M3 system which is used to manage all waste, cleansing and landscape services.
- 1.6 Green 240 Litre wheeled bins were used for the pilot scheme, as they could be re – used if it is decided not to continue with the service. A sticker was attached to the bin to identify it as a garden waste bin. Bins were delivered to customers in March, two weeks before the first collection, with detailed information on what was suitable to be put in the bin. Collection was from the edge ('curtilage') of a customer's property, to be out for collection on the same day as the grey bin.
- 1.7 Collections were made using our own 15 tonne refuse collection vehicle and occasionally using our own 26 tonne. Staffing was a combination of existing employees and agency workers. On each occasion a driver

and a loader were used for collection and a driver only for the disposal trip to Pershore.

- 1.8 For the trial service the garden waste has been taken to Pershore for composting at the Hill & Moor site.

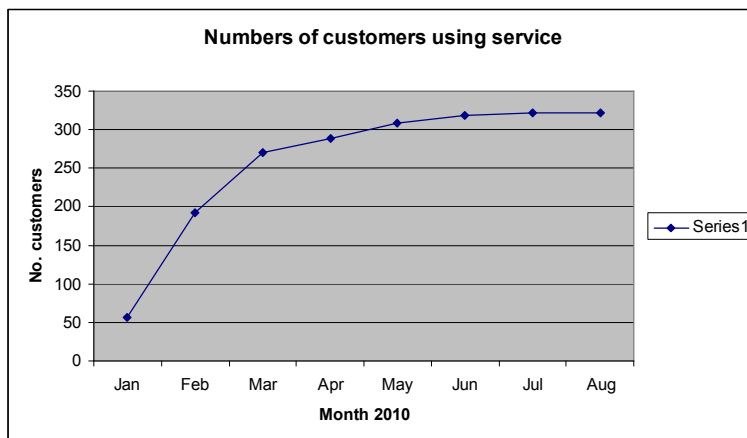
**2.0 Outcomes of the trial**

- 2.1 The trial in two distinct areas of the town has confirmed there is a variation in take up across the town as detailed in the table below:

*Figures of paying customers from total properties offered the trial garden waste collection service (July 2010)*

Area	Properties in area	Take up	%
East	2487	73	2.9
West	2310	242	10.5
<b>Total pilot area</b>	<b>4797</b>	<b>322</b>	<b>6.7</b>

- 2.2 A total of 322 customers have taken up the service and the following graph shows how numbers have slowly increased since the service was launched:



- 2.3 The imbalance of uptake and the spread out nature of the customers meant we had to re-assess the economies of the collection schedule. Collections in the east area were consolidated to one week to even the work load over 3 days in a 2 week period. This resulted in the following collection arrangements:
- 2.4 Travel to the disposal facility at Pershore took around 1hr 45mins round trip on each collection day, (3 times over a 2 week period) which tied up the vehicle and a driver for this unproductive period. This would not be viable to continue in the long term and we are working with WCC to resolve this should the service continue.

- 2.5 The average collection rate for the spread of customers across the town was between 25 to 29 bins per hour. This excluded the time taken to travel to Pershore.
- 2.6 No bins were lost or needed replacing during the trial.
- 2.7 No bins were tagged during the trial. All bins emptied only contained compostable items.
- 2.8 Throughout the trial period there were numbers of bins not presented for collection on the designated collection day. The number of bins not presented increased during Bank Holidays and holiday periods. From the start of the service in March we received a total of 28 enquiries for missed bins, and all were dealt with in the required time frame of 48 hours.
- 2.9 The publicity materials have worked well and have provided residents with all of the information that they need in order to take up and use the service. A similar approach will be used if Members decide that the service will continue but this does require leaflets to be hand delivered through letter boxes of targeted households which is resource intensive. This can only end if the service becomes town wide and we can use blanket leaflet drops in local papers or features in the local paper or Redditch Matters.
- 2.10 Due to the fact that this was a trial area there were a few teething problems – for example the west area included some long roads that had split rounds and consequently 5 addresses were booked for the collection service who were not in fact included in the pilot scheme and these were resolved on a case by case basis.



## Appendix 2 - Details of garden waste services offered across Worcestershire

Authority	Service start date	Areas covered	Charge to customer	Est. no. properties using service	Service timescale
Bromsgrove	April 2006	District wide	Began as a free service, charge introduced March 2010 for <b>£30</b> Payment methods include, post (cheque), in person, online, or telephone. <b>£30</b> and a one off fee of <b>£20</b> for the brown bin. Only accept direct debit as a form of payment.	17,000	March - November
Wyre Forest	April 2010	Not all areas are covered in this service and there is a checklist to see if you are applicable. Currently targeted at insert number households but no capacity to take on any more properties (@31 <sup>st</sup> August)	<b>£32</b> (does not include people who are on a sack collection) Payment method is Direct debit only.	1,200	March - November
Wycharvon	April 2008	Available to all residents who have space for a bin.	<b>£60</b> Residents can pay via the Customer Service Centre, in person or fill out a form. <b>£30</b> and a registration fee of <b>£10</b> Payment is taken online or over the telephone by card payment.	8,600 with a waiting list of 800!	Year round
Malvern	March 2010	District wide as long as have space for a bin		2,100	March - February
Worcester City	August 2009			2,500	February - November

Herefordshire Council  
 Garden waste can be put out for collection in Herefordshire Council in green sacks at the same time as your normal refuse collection. **However, these sacks will be sent to landfill.** The cost of this service is 60p per sack. Green sacks are available from any [Customer Service Centre](#).



**Appendix 3 – List of proposed streets for extension of trial service including existing trial**

<b><u>West Area</u></b>	<b><u>Area</u></b>	<b><u>No. of properties</u></b>
Acre Lane	Webheath	7
Birchfield Road	Webheath	154
Blackstitch Lane	Webheath	67
Blockley Close	Webheath	17
Boxnott Close	Webheath	12
Brotherton Avenue	Webheath	30
Church Road	Webheath	47
Coleford Close	Webheath	17
Corner Lane	Webheath	25
Crumpfields Lane	Webheath	92
Defford Close	Webheath	47
Downsell Road	Webheath	51
Dunstall Close	Webheath	12
Earls Close	Webheath	18
Foxlydiate Lane	Webheath	36
Foxlydiate Lane - Springhill Drive	Webheath	5
Foxlydiate Lane - Springhill Gardens	Webheath	5
Grazing Lane	Webheath	17
Great Hockings Lane	Webheath	40
Heathfield Road	Webheath	150
Heathfield Road - Heathfield Court	Webheath	
Hennals Avenue	Webheath	22
Hill Top	Webheath	6
Knightsford Close	Webheath	8
Lordswood Close	Webheath	44
Lower Grinsty Lane	Webheath	16
Lyndenwood	Webheath	
Malfield Avenue	Webheath	30
Michaelwood Close	Webheath	49
Minworth Close	Webheath	
Neighbrook Close	Webheath	34
Packwood Close	Webheath	80

Pumphouse Lane	Webheath	11
Raglis Close	Webheath	11
Reyde Close	Webheath	30
Reynard Close	Webheath	84
Sandygate Close	Webheath	32
Shaws Close	Webheath	15
Sheepcroft Close	Webheath	57
Sheltwood Close	Webheath	10
Shirehampton Close	Webheath	60
Springvale Road	Webheath	49
Sydnull Close	Webheath	21
Tynsall Avenue	Webheath	21
Weatheroak Close	Webheath	58
Yeadon Close	Webheath	24
Alton Close	Headless Cross	11
Archer Terrace	Headless Cross	5
Ashton Close	Headless Cross	32
Bascote Close	Headless Cross	40
Belmont Close	Headless Cross	26
Birchfield Road	Headless Cross	156
Birchfield Road - 358-366	Headless Cross	
Birchfield Road - Birchfield Court	Headless Cross	
Bredon View	Headless Cross	26
Burns Close	Headless Cross	26
Byron Road	Headless Cross	26
Carlton Close	Headless Cross	16
Chapel Street	Headless Cross	24
Charles Street	Headless Cross	36
Clent Avenue	Headless Cross	55
Coleridge Close	Headless Cross	22
Cranham Close	Headless Cross	93
Dorridge Close	Headless Cross	12
Duxford Close	Headless Cross	43

<b>West Area</b>	<b>Area</b>	<b>No. of properties</b>
Eadie Mews	Headless Cross	10
Elgar Close	Headless Cross	6
Epsom Close	Headless Cross	19
Erwood Close	Headless Cross	30
Evesham Road	Headless Cross	162
Fairbourne Gardens	Headless Cross	19
Feckenham Road	Headless Cross	155
Fenwick Close	Headless Cross	28
Fordbridge Close	Headless Cross	36
Goldthorne Close	Headless Cross	14
Great Barn Lane	Headless Cross	20
Guiting Close	Headless Cross	3
Hamilton Road	Headless Cross	19
Harrison Road	Headless Cross	19
Highfield Road	Headless Cross	9
Jubilee Avenue	Headless Cross	77
Longfellow Close	Headless Cross	88
Malvern Road	Headless Cross	121
Mansell Road	Headless Cross	3
Marlpit Lane	Headless Cross	28
Mason Close	Headless Cross	34
Mason Road	Headless Cross	197
Milton Close	Headless Cross	25
Noonan Close	Headless Cross	5
Plymouth Close	Headless Cross	65
Plymouth Court	Headless Cross	
Rectory Road	Headless Cross	44
Rectory Road - Rectory Court	Headless Cross	

Rectory Road - St Lukes Cottages	Headless Cross	
Rochester Close	Headless Cross	5
Rookery Close	Headless Cross	13
Scott Road	Headless Cross	5
Shelley Close	Headless Cross	16
Spinney Mews	Headless Cross	11
Spinney Walk	Headless Cross	6
Stonehouse Close	Headless Cross	
Tennyson Road	Headless Cross	79
The Meadway	Headless Cross	143
The Rough	Headless Cross	
Vaynor Drive	Headless Cross	12
Woodend Close	Headless Cross	28
Woodside Avenue	Headless Cross	8
Wordsworth Avenue	Headless Cross	58
Austcliff Close	Crabbs Cross	39
Banners Lane	Crabbs Cross	92
Blythe Close	Crabbs Cross	14
Boultons Lane	Crabbs Cross	59
Campden Close	Crabbs Cross	50
Chandlers Close	Crabbs Cross	60
Church Down Close	Crabbs Cross	41
Crabbs Cross Lane	Crabbs Cross	47
Enfield Road	Crabbs Cross	63
Evesham Road	Crabbs Cross	292
Forest View	Crabbs Cross	49
Glenfield Close	Crabbs Cross	14
Jordans Close	Crabbs Cross	36



<b>West Area</b>	<b>Area</b>	<b>No. of properties</b>
Kenilworth Close	Crabbs Cross	36
Lea Croft Road	Crabbs Cross	89
Leckhampton Close	Crabbs Cross	5
Little Acre	Crabbs Cross	26
Littlewoods	Crabbs Cross	25
Priestfield Road	Crabbs Cross	4
Shakels Close	Crabbs Cross	9
Slimbridge Close	Crabbs Cross	62
St Peter's Close	Crabbs Cross	43
Stableford Close	Crabbs Cross	14
The Fearnings Cottages	Crabbs Cross	19
Ullapool Close	Crabbs Cross	4
Well Close	Crabbs Cross	64
Well Close - Glendale House	Crabbs Cross	
Windrush Close	Crabbs Cross	8
Woodberrow Lane	Crabbs Cross	25
Wychwood Drive	Crabbs Cross	24
Yvonne Road	Crabbs Cross	71
Avonbank Close	Walkwood	47
Bilbury Close	Walkwood	49
Damson Close	Walkwood	29
Drakes Close	Walkwood	24
Lightoak Close	Walkwood	59
Longborough Close	Walkwood	5
Milford Close	Walkwood	61
Moorcroft Close	Walkwood	35
Moorcroft Gardens	Walkwood	88
Morton Lane	Walkwood	5
Newport Close	Walkwood	32
Oswestry Close	Walkwood	43
Prudden Close	Walkwood	
Rangeworthy Close	Walkwood	50
Spetchley Close	Walkwood	66
Tidbury Close	Walkwood	99
Walkwood Crescent	Walkwood	20
Walkwood Road	Walkwood	112

Alderminster Close	Hunt End	3
Ashmores Close	Hunt End	40
Brookfield Close	Hunt End	48
Brookhampton Close	Hunt End	4
Chesterton Close	Hunt End	54
Claverdon Close	Hunt End	31
Coleshill Close	Hunt End	46
Dagtail Lane	Hunt End	31
Didcot Close	Hunt End	24
Ditchford Close	Hunt End	19
Elmhurst Close	Hunt End	18
Elmstone Close	Hunt End	16
Enfield Road	Hunt End	48
Farmcote Close	Hunt End	10
Featherbed Lane	Hunt End	4
Feckenham Road	Hunt End	24
Hunt End Lane	Hunt End	33
Love Lyne	Hunt End	8
Stonepits Lane	Hunt End	38
Tippings Hill	Hunt End	8
Wadbury Hill	Hunt End	6
Weavers Close	Hunt End	5
Weavers Hill	Hunt End	10
Brookhouse Lane	Callow Hill	13
Callow Hill Lane	Callow Hill	15
Foxholes Lane	Callow Hill	73
Green Lane	Callow Hill	6
Parmington Close	Callow Hill	23
Partridge Lane	Callow Hill	34
Sillins Lane	Callow Hill	16
Stanford Close	Callow Hill	10
Summerhouse Close	Callow Hill	21
Tanwood Close	Callow Hill	27
Thornccliffe Close	Callow Hill	6
Underwood Close	Callow Hill	89
Upleadon Close	Callow Hill	12
Valley Close	Callow Hill	13
Windmill Gardens	Callow Hill	5
Woodbury Close	Callow Hill	33
Woodgreen Close	Callow Hill	8
Wychbold Close	Callow Hill	10

<u>West Area</u>	<u>Area</u>	<u>No. of properties</u>
Kempsford Close	Oakenshaw South	47
Lineholt Close	Oakenshaw South	79
Mercot Close	Oakenshaw South	123
Newton Close	Oakenshaw South	28
Oakham Close	Oakenshaw South	86
Perryfields Close	Oakenshaw South	67
Rockford Close	Oakenshaw South	94
Stoneleigh Close	Oakenshaw South	81
Towbury Close	Oakenshaw South	61
Welford Close	Oakenshaw South	20
Yar Mill Close - Grangers Lane	Oakenshaw South	30
Kempsford Close	Oakenshaw South	47
Lineholt Close	Oakenshaw South	79
Mercot Close	Oakenshaw South	123
Newton Close	Oakenshaw South	28
Oakham Close	Oakenshaw South	86
Perryfields Close	Oakenshaw South	67
Rockford Close	Oakenshaw South	94
Stoneleigh Close	Oakenshaw South	81
Towbury Close	Oakenshaw South	61
Welford Close	Oakenshaw South	20
Yar Mill Close - Grangers Lane	Oakenshaw South	30
		<b>7799</b>

<u>East Area</u>	<u>Area</u>	<u>No. of Properties</u>
Winyates way- St Georges Court	Winyates	4
Holyoakes Close	Winyates East	28
Birmingham Road MG	Mappleborough Green	3
Norton Close	Matchborough East	12
Allensmore Close	Matchborough East	32
Munsley Close	Matchborough East	48
Bishopstone Close	Matchborough East	21
Cradley Close	Matchborough East	23
Ledbury Close	Matchborough East	66
Kenchester Close	Matchborough East	50
Hatfield Close	Matchborough East	27
Garway Close	Matchborough East	73
Goosehill Close	Matchborough East	25
Felton Close	Matchborough East	104
Jackfield Close	Matchborough East	38
Easenhall Lane	Matchborough East	29
Haseley Close	Matchborough East	65
Ganborough Close	Matchborough East	11
Farnborough Close	Matchborough East	42
Dunchurch Close	Matchborough East	35
Cosford Close	Matchborough East	22
Binton Close	Matchborough East	50
Atherstone Close	Matchborough East	38
Ansley Close	Matchborough East	35

Avenbury Close	Matchborough East	21
Bartestree Close	Matchborough East	24
Barford Close	Matchborough East	26
Cherington Close	Matchborough East	50
Dilwyn Close	Matchborough East	28
Winward Road	Matchborough East	1
Croome Close	Matchborough East	40
Eardisley Close	Matchborough East	32
Winforton Close	Winyates West	56
Stapleton Close	Winyates West	43
Dolden Lane	Winyates West	45
		<b>1247</b>

<b>Road/Close</b>	<b>Area</b>	<b>No. of prop</b>
Alveley Close	Winyates West	7
Badger Close	Winyates West	54
Dinedor Close	Winyates West	9
Edgmond Close	Winyates West	80
Farlow Close	Winyates West	9
Hentland Close	Winyates West	6
Insetton Close	Winyates West	29
Jakemans Close	Winyates West	13
Lassington Close	Winyates West	29
Kitebrook Close	Winyates West	18
Hopyard Lane	Winyates West	25
Middleton Close	Winyates East	52
Middleton Mews	Winyates East	54
Blakemere Close	Winyates East	56
Linton Close and Linton Mews	Winyates East	104
Barrow Close	Winyates East	37
Kilpeck Close	Winyates East	19
Cardington Close	Winyates East	10
Huntington Close	Winyates East	27
Goodrich Close	Winyates East	69
Tillington Close	Winyates East	71
Winslow Close	Winyates West	12
Upton Close	Winyates East	20
Leysters Close	Winyates East	12
Treville Close	Winyates East	85
Shawbury Close	Winyates	59


	East	
Romsley Close	Winyates East	23
Quibury Close	Winyates East	23
Petton Close	Winyates East	47
Atcham Close	Winyates East	112
		1241

## POTENTIAL ADDITIONAL WEST AREA PROPERTIES

	<b>Area</b>	<b>No. of Properties</b>
Astwood Lane	Astwood Bank	45
Astwood Lane - Moat Court	Astwood Bank	4
Avenue Road	Astwood Bank	70
Badger Brook Lane	Astwood Bank	17
Badger Brook Lane - Doebank House	Astwood Bank	5
Beverley Close	Astwood Bank	18
Butler Street	Astwood Bank	21
Castle Street	Astwood Bank	32
Castle Street - Castle Court	Astwood Bank	14
Chapel Road	Astwood Bank	17
Chapel Road - Chapel Court	Astwood Bank	6
Chapel Street	Astwood Bank	17
Chapel Street - Adj 17	Astwood Bank	1
Chestnut Road	Astwood Bank	39
Church Road	Astwood Bank	54
Church Road - Adj 6	Astwood Bank	1
Church Road - Church Court	Astwood Bank	8
Croft Lane	Astwood Bank	4
Cyprus Avenue	Astwood Bank	24
Dark Lane	Astwood Bank	20
Dark Lane - Manders Close	Astwood Bank	10
Dark Lane - The Orchards	Astwood Bank	3

Evesham Rd - 1210	Astwood Bank	13
Evesham Road	Astwood Bank	266
Evesham Road - 1184-1186	Astwood Bank	11
Evesham Road - Adj 760	Astwood Bank	2
Evesham Road - Manor House	Astwood Bank	8
Evesham Road - Manor House Lane	Astwood Bank	3
Evesham Road - RO 1196	Astwood Bank	2
Evesham Road - RO Post Office	Astwood Bank	1
Evesham Road - Tookeys Drive	Astwood Bank	1
Feckenham Road	Astwood Bank	49
Foregate Street	Astwood Bank	58
Foregate Street - Post Office Walk	Astwood Bank	2
Gorse Close	Astwood Bank	37
High Street	Astwood Bank	34
Hoopers Lane	Astwood Bank	22
New Road	Astwood Bank	21
Overdale	Astwood Bank	8
Popes Lane	Astwood Bank	3
Popes Lane	Astwood Bank	7
Poverty	Astwood Bank	6
Priest Meadow Close	Astwood Bank	83
Queen Street	Astwood Bank	4

Dewsbury Close	Astwood Bank	13
Doebank Drive	Astwood Bank	2
Edgioake Lane	Astwood Bank	1


**Additional West properties cont.**

Red Lion Site	Astwood Bank	5
Retreat Street	Astwood Bank	37
Rowborough Close	Astwood Bank	4
Sambourne Lane	Astwood Bank	10
The Saltway	Astwood Bank	12
Tookeys Drive	Astwood Bank	5
Western Hill Close	Astwood Bank	59
Yeomans Close	Astwood Bank	52
High Trees Close	Oakenshaw	59
Ladbrook Close	Oakenshaw	31
Mickleton Close	Oakenshaw	204
Mitcheldean Close	Oakenshaw	17
Cornwell Close	Wirehill	15
Danzey Close	Wirehill	10
Ettingley Close	Wirehill	28
Fernwood Close	Wirehill	33
Green Lane	Wirehill	22
Nine Days Lane	Wirehill	33
Ashperton Close	Southcrest	21
Byford Close	Southcrest	4
Torrs Close	Southcrest	11
Pool Bank	Southcrest	1
Dulais Close	Southcrest	4
Eastnor Close	Southcrest	7
Gilbertstone Close	Southcrest	22
Foredrift Close	Southcrest	65
Compton Close	Southcrest	36
Hollowfields Close	Southcrest	71
Hollowfields Close - Adj 49	Southcrest	1
Ellerdene Close	Southcrest	56
		<b>2539</b>

Northside Close	Oakenshaw	20
Outwood Close	Oakenshaw	15
Painswick Close	Oakenshaw	43
Patch Lane	Oakenshaw	132
Peterbrook Close	Oakenshaw	44
Pheasant lane	Oakenshaw	1
Rosehall Close	Oakenshaw	71
Underhill Close	Oakenshaw	45
Whitchurch Close	Oakenshaw	23
Yarningale Close	Oakenshaw	52
Atworth Close	Wirehill	21
Batsford Close	Wirehill	50



**REDDITCH BOROUGH COUNCIL**

**COUNCIL**

**1st November 2010**

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**HOME REPAIRS ASSISTANCE POLICY 2010**

***RECOMMENDED that***

***the Home Repairs Assistance Policy attached at Appendix 1 to the report be approved.***





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

20th October 2010

**HOME REPAIRS ASSISTANCE POLICY 2010**

Relevant Portfolio Holder	Cllr Brandon Clayton
Relevant Head of Service	Head of Community Services
Key Decision: To consider and approve a Home Repairs Assistance Policy 2010	

**1. SUMMARY OF PROPOSALS**

- 1.1 To agree the proposed Home Repairs Assistance Policy 2010, a replacement for the existing Policy, this gives details of discretionary financial assistance to owners occupiers to improve housing standards.
- 1.2 The Home Repairs Assistance Policy is also in the process of being considered for approval by the other District Councils within Worcestershire.

**2. RECOMMENDATIONS**

**The Executive Committee is asked to RECOMMEND that**

**the Home Repairs Assistance Policy attached at Appendix 1 to the report be approved**

**3. BACKGROUND**

- 3.1 From 1st June 2010 the delivery of the Disabled Facilities Grants, Kickstart and 'Lifetime Loans', now to be called Home Repairs Assistance, has been undertaken through the newly commissioned Home Improvement Agency, Worcestershire Care & Repair, managed by Festival Housing.
- 3.2 The Home Repairs Assistance Policy covers assistance given to bring properties in the private sector (owner-occupied) up to the Decent Homes standard or to respond to Housing & Health Safety Rating System (HHSRS) category one hazards. This financial assistance is offered as an interest-free loan. It is critical to the council meeting its decent homes targets for vulnerable occupiers and funding will be used to assist those households where work is less than £5k or who do not qualify for Kickstart funding.
- 3.3 Over the previous three years the Council has provided 138 loans for decent homes work to be undertaken.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

20th October 2010

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**4. KEY ISSUES**

- 4.1 The Home Repairs Assistance Policy seeks to meet the following aims;
- a) Increasing the percentage of vulnerable persons in the private sector whose accommodation meets the 'Decent Homes' standard.
  - b) Ensuring adequate conditions in rented accommodation.
  - c) Reduce the number of households living in fuel poverty.
  - d) Meeting the statutory duties of the Council to respond to health and safety issues in housing.
  - e) Meeting the recognised local needs and circumstances identified in the current Housing Strategy, Empty Property Strategy, Community Safety Partnership Strategy, Redditch Sustainable Community Strategy, Worcestershire Sustainable Community Strategy, and Worcestershire Supporting People Strategy 2010, regarding house conditions and their affect upon health and safety.
- 4.2 Officers from across the County have worked to produce a common policy for the provision of Home Repairs Assistance. This common policy means home owners will receive a standardised service regardless of where they live.
- 4.3 Through the use of a loan, the Council is able to maximise the use of resources, as the funding pot is, in time, replenished whilst still bringing properties up to decent homes standard.
- 4.4 Applicants for Home Repairs Assistance from the Council will only be considered if it is confirmed that the Kickstart Scheme is not suitable.
- 4.5 The introduction of Kickstart and maximum entitlement of Home Repairs Assistance being restricted to £5k should mean greater numbers of households are able to be assisted.

**5. FINANCIAL IMPLICATIONS**

The Council's current budget is £150,000 for decent homes assistance for owner occupiers.

**REDDITCH BOROUGH COUNCIL**

**EXECUTIVE  
COMMITTEE**

20th October 2010

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**6. LEGAL IMPLICATIONS**

The Regulatory Reform Order (2002) gave Local Authorities the freedom to determine individually the financial assistance they offer with the exception of Disabled Facilities Grants providing they adopt a policy outlining the assistance they offer.

**7. POLICY IMPLICATIONS**

This policy will replace the Housing Assistance Policy 2005.

**8. COUNCIL OBJECTIVES**

- 8.1 Enterprising Community – Raising the standards of private sector housing by assisting occupiers improve their property to meet the ‘Decent Homes’ standard especially vulnerable occupiers.
- 8.2 Safe - Improved the safety of private sector properties by tackling HHSRS cat1 hazards.
- 8.3 Clean and Green – Assisting occupiers to improve the thermal efficiency of their properties and reducing households living in fuel poverty.

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

There is a risk that if the proposed Home Repairs Assistance Policy is not approved, then the new Home Improvement Agency will have to operate a number of different policies across the county which will cause inequalities in service delivery.

**10. CUSTOMER IMPLICATIONS**

Customers will have increased opportunities through the use of the Kickstart Scheme.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

An equalities impact assessment has been undertaken in-conjunction with the other local authorities in Worcestershire.

REDDITCH BOROUGH COUNCIL**EXECUTIVE  
COMMITTEE**20th October 2010

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

All works undertaken using Council funding will be required to follow procurement procedures agreed with the Home Improvement Agency.

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

Assisting occupiers to improve the thermal efficiency of their properties will reduce the amount of fuel they require.

**14. HUMAN RESOURCES IMPLICATIONS**

None.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None.

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

None.

**17. HEALTH INEQUALITIES IMPLICATIONS**

Improving the standard of properties will have a positive impact on the occupier's health and well being.

**18. LESSONS LEARNT**

None.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

Consultation has taken place with the Home Improvement Agency and the local authorities within Worcestershire.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
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**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE**

20th October 2010

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

**21. WARDS AFFECTED**

All wards.

**22. APPENDICES**

Appendix 1 - Home Repairs Assistance Policy 2010

**23. BACKGROUND PAPERS**

Housing Assistance Policy 2005

**24. KEY****AUTHOR OF REPORT**

Name: Matthew Bough  
E Mail: matthew.bough@redditchbc.gov.uk  
Tel: 01527 64252 ext:3120



# **Redditch Borough Council**

## **Home Repairs Assistance Policy 2010**

## **APPENDIX 1**

# **1 Introduction**

## **The Reform Order**

In July 2002 the Government issued legislation, the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, which requires all Councils to adopt and publish a policy as to how they intend to use the powers set out this legislation.

## **The purpose of this document**

This Home Repairs Assistance Policy (HRA) sets out the basis on which Redditch Borough Council will offer financial assistance for works of repair or renewal in the private housing sector.

All housing assistance approved under this policy will be discretionary and are subject to the Council having sufficient funds. The policy does not affect the offer of mandatory Disabled Facility Grants.

The Council will review this policy on a regular basis to take into account changing policies at national and regional level and all available information on the condition of private sector housing in the Borough.

## **The aim of this policy**

The key objective is to assist vulnerable people achieve decent, suitable and affordable homes in sustainable communities and in particular will aim to;

- Increasing the percentage of vulnerable persons in the private sector whose accommodation meets the 'Decent Homes' standard.
- Ensuring adequate conditions in rented accommodation.
- Reduce the number of households living in fuel poverty.
- Meeting the statutory duties of the Council to respond to health and safety issues in housing.
- Meeting the recognised local needs and circumstances identified in the current Housing Strategy, Empty Property Strategy, Community Safety Partnership Plan, Redditch Sustainable Community Strategy, Worcestershire Sustainable Community Strategy, and Worcestershire Supporting People Strategy 2010, regarding house conditions and their affect upon health and safety.



## **APPENDIX 1**

### **2 Purpose and Form of Home Repairs Assistance**

Home Repairs Assistance may be offered by Redditch Borough Council in accordance with this policy towards the cost of:

- (i) the improvement, repair or adaptation of existing living accommodation including mobile homes and houseboats
- (ii) any other initiatives which are consistent with the aims and objectives of the Council's Private Sector Housing Strategy

The Council may enter into partnership with other organisations or agencies to deliver financial assistance.

The assistance will be focused primarily on particular clients' e.g. disabled, elderly and vulnerable households across the city and on particular themes, for example to improve energy efficiency and eradicate fuel poverty.

### **3 Persons Eligible for Home Repairs Assistance**

Any person who makes an application for Housing Assistance must:-

- (i) be over 18 years of age at the date of the application, and
- (ii) live in the dwelling as his/her only main residence, and
- (iii) have an owner's interest in the dwelling (other than an interest by virtue of being a Registered Social Landlord under Part 1 of the Housing Act 1996 or being eligible for such registration), or be a tenant or licensee of the dwelling, alone or jointly with others but not being a member of the landlord's family, with a tenancy or license permitting occupation of the dwelling for a minimum period of 12 months after approval of the housing assistance, and
- (iv) have the power or duty to carry out the works and where appropriate have the owner's consent in writing to carrying out the works, and
- (v) satisfy such test(s) of resources as the Council may have in place
- (vi) not be ineligible, by virtue of the Housing, Grants, Construction and Regeneration Act 1996, regulations made under the Act or any other enactment.
- (vii) homeowners have the primary responsibility for ensuring their homes are properly maintained but we will assist vulnerable homeowners to make sure they have the opportunity for achieving decent homes. Where available we will assist homeowners to take advantage of private finance to resolve their problems, thereby maximising the impact of available public funds.
- (viii) Residential Social Landlords or their tenants will not be eligible for HRA.

## **APPENDIX 1**

- (ix) Ensure that no breach of statutory requirements occurs, for example any necessary planning consent is obtained, planning conditions are adhered to and building regulation requirements met.

### **4 Types of Assistance Available**

The type of assistance available to home owners and tenants will be based on a mixture of advice, private finance and public finance (if available) to priority cases based on the need and circumstances of the applicant.

- The basic information, advice and “sign posting” service will cover repairs, maintenance and improvements including information on builders, energy efficiency, other rehousing options, etc.
- Advice to homeowners about where they might be able to access private finance. This includes the range of financial opportunities accessed via Worcestershire Care and Repair Agency and/or the Council which will be available this year.

The Home Repairs Assistance will be provided in accordance with the following hierarchy:

- Level of client’s own savings that are reasonably available
- Client’s ability to access alternative sources of funding such as charities
- Client’s ability to extend a mortgage or secure an affordable loan
- Provision of funding through the Kickstart Scheme.
- Home Repair Assistance (HRA) for works under £5k, when the above means have been considered and found not to be able to meet the assessed works for property.

**APPENDIX 1**

<b>5 Home Repairs Assistance</b>	
Eligibility criteria	<p>Owner-occupiers or private tenants with a repairing responsibility in receipt of one or more of the following means tested benefits:-</p> <ul style="list-style-type: none"> <li>• Working Tax Credit (with an income, after tax, of less than £15,460)</li> <li>• Income Support</li> <li>• Council Tax Benefit (doesn't include single person or disabled person discount)</li> <li>• Pension Guarantee Credit (not pension saving credit)</li> <li>• Jobseekers allowance (income based only)</li> <li>• ESA (income related)</li> <li>• Income support/job seekers allowance/working tax credit/housing benefit/council tax benefit/guaranteed pension credit.</li> <li>• disabled persons who are in receipt of attendance allowance or disability living allowance</li> <li>• household savings of less than £16,000.</li> </ul>
Works qualifying criteria	<ol style="list-style-type: none"> <li>1. Property in need of essential repairs as determined by the Housing Act 2004 as a 'Category 1 Hazard' in order to make the property healthy, safe, wind and weatherproof.</li> <li>2. Property in need of repairs to achieve the 'Decent Homes' Standard.</li> </ol> <p>Priority will be given to qualifying applicants whose homes present a Category 1 Hazard.</p>
Conditions	<ol style="list-style-type: none"> <li>1. Level of grant is restricted to up to a maximum of £5,000 within any 5-year period.</li> <li>2. Grant repayable in full to the Council should the property be disposed of or sold. The charge will be registered with Land Registry or as a local land charge</li> <li>3. Must have lived at the relevant property for at least 12 months.</li> <li>4. Once approval has been given, the applicant has until 6 months from the date of approval to complete the works.</li> </ol>
Maximum grant	£5,000.00

## **APPENDIX 1**

**Notes.** This is a discretionary loan and subject to available resources. A charge is placed on a property receiving Home Repairs Assistance. If demand for assistance exceeds the budget available, the Council does not undertake to maintain a waiting list.

### **6 Making a Formal Application**

All applications must be provided through Worcestershire Care and Repair Agency and must include the following original documentation:-

- (i) Where the estimated cost of the works exceeds £1,000, a minimum of two quotations is required to be set out on the schedule of housing assistance provided by the Council. If the estimated works is below £1,000 the number of quotes required is at the discretion of the Housing Policy Manager, having regards to the relevant procurement policy. The Council may accept less than two quotations or use a previously approved contractor where the works involve specialist services.
- (ii) Particulars of the work to be carried out including where appropriate plans, specifications and specialist reports.
- (iii) Details of any professional fees or charges relating to the work and for which assistance is being sought.
- (iv) Confirmation of planning and/or building control approval where appropriate.
- (v) Proof of ownership from a solicitor or mortgagee, or copies of the title deeds/land certificate, or copy of the tenancy agreement or licence to occupy.
- (vi) Where the application is the owner or landlord, a signed undertaking for the Council to place a charge on the property to ensure repayment of the Home Repairs Assistance if the conditions imposed by this policy with regard to future occupation, letting or ownership are broken.

The application will only be considered complete when the Council has all the information it needs to be able to make a decision on the application.

### **7 Restrictions on Assistance**

No assistance will normally be given for work started before formal approval of an application, except that:

- (i) The Council may in exceptional circumstances exempt an application from this condition for example where a defect may present a serious risk to health and safety.
- (ii) The Council may, with consent of the applicant, treat the application as varied so exclude any works that have been started before approval.

Home Repairs Assistance will not normally be available for:-

- repair/replacement of porches, conservatories, outbuildings etc

## **APPENDIX 1**

- cosmetic repairs or redecoration
- completion of DIY jobs started by the occupant or others
- works which are covered by a household insurance policy

The Council will not consider an application for assistance in respect of premises built or converted less than 10 years from the date of the application.

No assistance will be given in respect of properties owned by Statutory Authorities or trusts. This includes properties owned by Registered Social Landlord, NHS Trusts and Police Authorities.

The Council will assess whether prices given by contractors meet value for money. In determining this, the Officer will give consideration to similar jobs priced within the last year. The Officer may also choose to do a further check on the price by asking a regularly used contractor to price for the work.

The Officer should also give consideration to the procedure for identifying new contractors.

In the event that the Officer believes the price for contracts are too high and identifies an appropriate price for this work (which is lower), then they must advise the client that the total eligible grant or assistance will be the lower amount. The client is under no obligation to use the cheaper priced contractor but must be aware that the Council will only make a loan up to the value of the lower price.

The Council recognises that these policies cannot cover every likely situation and there will be people who genuinely are in need of some form of urgent support that are precluded from accessing them due to a certain aspect. In these situations the council may consider offering assistance in exceptional circumstances.

### **8 Supervision of Works**

Worcestershire Care and Repair Agency will have the responsibility for supervision of the works with the applicant and not the Council.

### **9 Payment of Assistance**

The Home Repairs Assistance will only be paid if

- (i) the assisted works are completed within twelve months from the date of approval unless the delay was caused by Redditch Borough Council, and
- (ii) the assisted works are carried out in accordance with the specifications set out in the formal approval or as varied with the agreement of the Council, and
- (iii) the assisted works are carried out to the satisfaction of the Council and the applicant, and

## **APPENDIX 1**

- (iv) the Council are provided with an invoice, demand or receipt for payment in an acceptable format. Any such invoice must contain sufficient detail for the Council to identify in full the works carried out and the price charged and must not be provided by the applicant or a member of his/her family. The work must have been undertaken by a contractor approved by the council (in writing).

The Home Repairs Assistance may be paid in one lump sum on satisfactory completion of the works or in instalments (“stage payments”) as the work proceeds. Stage payments will only be made where the Council is satisfied the value of the work completed exceeds the value claimed. The final payment shall be a minimum of one tenth of the total value of the Home Repairs Assistance approved.

No Home Repairs Assistance will be given until binding agreements appropriate to the form of assistance have been formally executed.

The Council will not enter into any Form of Contract with a builder or contractor to complete the assisted works.

### **10 Repayment of Home Repairs Assistance**

#### **General**

- The Home Repairs Assistance loan is repayable to the Council on the future transfer of ownership of the property. A charge against the property will be placed with Land Registry or a local land charge.
- If an applicant is approved but it subsequently appears to the Council that the applicant (or one of two or more joint applicants) was not, at the time the application was approved, entitled to the assistance approved, then no payment shall be made (or no further instalments paid) and the Council may seek to recover immediately any payments made together with interest accruing from the date of payment.
- If the applicant is the owner of a dwelling in respect of which Homes Repairs Assistance has been approved and ceases to be the owner before the works are completed he/she shall repay to the Council on demand the total amount of Housing Assistance that has been paid.

#### **Breach of Undertakings**

- Where an owner occupier has given a signed undertaking to occupy a property as his/her principal residence after completion of the assisted works, and if the owner ceases to occupy the relevant dwelling as their principal residence the owner shall repay on demand to the Council the total amount of Home Repairs Assistance paid out.
- Where a landlord (or owner) has given a signed undertaking that the property will be available for letting for a period specified after completion of the assisted works, and if the landlord ceases to make the relevant property available for

## **APPENDIX 1**

letting during the specified period then the landlord shall repay on demand to the Council the total amount of Home Repairs Assistance paid out.

- Where the Council has the right to demand repayment but extenuating circumstances exist, the Council may determine to waive the right to repayment or to demand a sum less than the full amount of Home Repairs Assistance.

### **Death of Applicant**

- If the applicant should die before the before the Home Repairs Assistance is approved, the application will be treated as withdrawn.
- If the applicant should die after approval of the Home Repairs Assistance or whilst the approved works are in progress, the Council may at its discretion agree to completion or making good of the works and pay the Home Repairs Assistance in full or, if the works originally agreed are not completed in full, an appropriate proportion of the Home Repairs Assistance.

### **Additional Conditions**

The Council reserves the right to impose additional conditions when making a grant approval. These may include but are not restricted to:

- i. A contribution to the cost of the assisted works by the applicant
- ii. Housing accommodation being maintained in repair after completion of the assisted works.
- iii. The right of the Council to recover specialised equipment when no longer needed.

Breach of any additional conditions gives the Council the rights to seek repayment of the Home Repairs Assistance on demand.

## **11 Decision and Notification**

The Council will notify applicants in writing whether their application has been approved or refused. The decision will be notified as soon as reasonably practicable.

If the application is approved, the notification will specify the works that are eligible for assistance, the value of the assistance, the form the assistance will take and the builder/contractor who will carry out the works

If the application is refused, the Council will give the reasons for the refusal and also confirm the procedure for appealing against the decision.

## **APPENDIX 1**

### **12 Re-determination of Amount of Grant**

Where the Council is satisfied that because of circumstances beyond the control of the applicant which could not have reasonably been foreseen, the cost of the assisted works has either increased or decreased, the Council may at its discretion re-determine the assistance given in accordance with the framework set out in this document and notify the applicant accordingly.

### **13 Appeals Against Decisions**

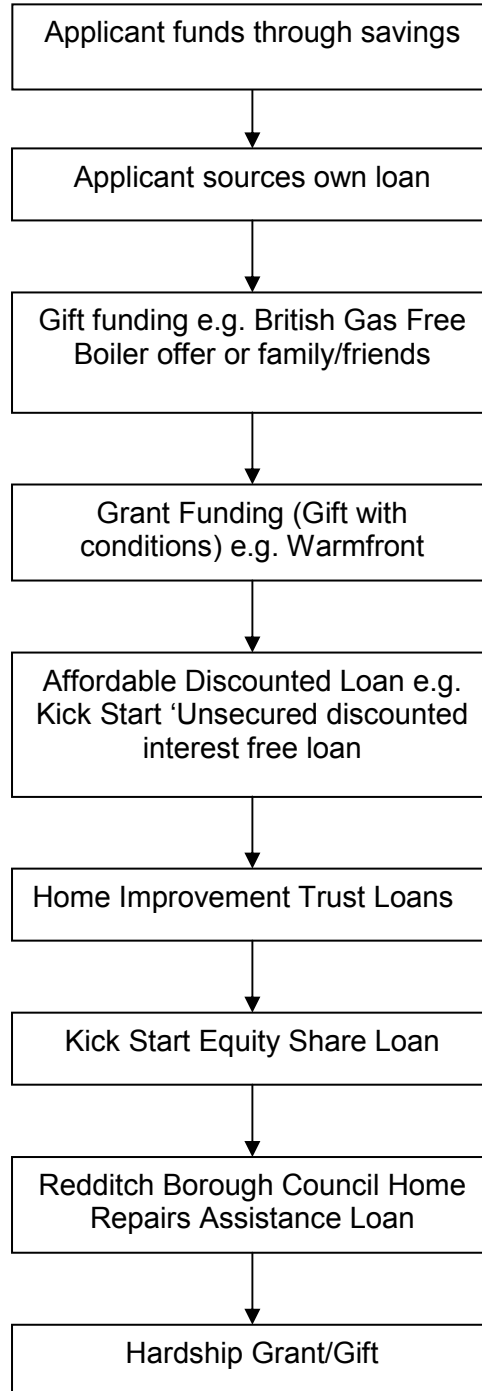
Any person who is aggrieved by a decision not to give financial assistance as a consequence of this policy may appeal to seek review of the decision.

- The appeal should first be made in writing to the Head of Community Services. If the person appealing remains dissatisfied they have the right to go through the Council's Corporate Complaints procedure or approach the Local Government Ombudsman.



**APPENDIX 1**

Appendix A Hierarchy of Assistance





**REDDITCH BOROUGH COUNCIL**

**COUNCIL**

1st November 2010

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**REGIONAL HOUSING POT GRANT PROPOSALS**

***RECOMMENDED that***

- 1) ***up to £30,000 of the Regional Housing Pot be transferred to the 2010/11 Capital Programme for loans to landlords of HMO's; and***

***RESOLVED that***

- 2) ***up to £10,000 of the Regional Housing Pot be used for the purchase of appropriate management software for the Private Sector Housing Team; and***
- 3) ***up to £50,000 of the Regional Housing Pot be used for the following strategic housing research & intelligence projects including:***
  - ***Private Sector Stock Condition report***
  - ***Strategic Housing Market Assessment***
  - ***Worcestershire Housing Strategy***
  - ***Worcestershire Local Investment Plan.***

***The Executive Committee added one further 'procedural' Resolution:***

- 4) ***expenditure of up to the sum agreed by the Council at 1) above be approved in accordance with Standing Order 41, for the purposes defined in the report.***



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
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20th October 2010

**REGIONAL HOUSING POT GRANT PROPOSALS**

Relevant Portfolio Holder	Cllr Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health
Relevant Head of Service	Angie Heighway, Head of Community Services
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

To consider proposed uses of the Regional Housing Pot Grant for loans to landlords of houses in multiple occupation (HMOs) to the value of 50% of the required work, subject to a maximum of £3,000 per unit of accommodation that is repayable when ownership of the property is transferred, Private Sector Housing software and research & intelligence projects.

**2. RECOMMENDATIONS**

The Executive Committee is asked to **RECOMMEND** that

- 1) That up to £30,000 of the Regional Housing Pot be transferred to the 2010/11 Capital Programme for loans to landlords of HMO's; and

to **RESOLVE** that

- 2) That up to £10,000 of the Regional Housing Pot be used for the purchase of appropriate management software for the Private Sector Housing Team and;
- 3) That up to £50,000 of the Regional Housing Pot be used for the following strategic housing research & intelligence projects including
  - Private Sector Stock Condition report
  - Strategic Housing Market Assessment
  - Worcestershire Housing Strategy
  - Worcestershire Local Investment Plan

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**3. BACKGROUND**

- 3.1 The Council currently has £154,000 unallocated Regional Housing Pot Grant from its 2009/10 & 2010/11 allocation. This Grant was given via the Regional Housing Board for the purpose of dealing with issues regarding non decency of properties occupied by vulnerable people in the private sector.
- 3.2 The Government set a target for Local Authorities to achieve 70% of vulnerable occupiers living in decent housing in the private sector by 2010. The Council has exceeded this target. "Vulnerable" households are defined as those in receipt of income or disability related benefits.
- 3.3 The last Private Sector Stock Condition Survey and Housing Needs Survey were completed in 2005 and 2006 respectively, and are at the end of their useful life.
- 3.4 There are no current systems in place within the Council to monitor complaints regarding private sector housing issues. Officers are unable to ascertain who is dealing with which complaint and at what stage the complaint is at and this ultimately impacts upon customer service.
- 3.5 The Council has given 'Lifetime loans' to HMO landlords for a number of years however no allocation was requested for 2010/2011. Without assistance landlords may choose to no longer provide this type of accommodation.
- 3.6 There are an estimated 170 HMO's and are considerably older than the rest of Redditch with 64% of HMO's built before 1919.

**4. KEY ISSUES**

- 4.1 Houses in multiple occupation (HMO's) pose far greater risks to their occupants than single household dwellings, in particular in respect of fire. The Housing Act 2004 introduced mandatory licensing of larger, higher risk HMO's
- 4.2 There are an estimated 170 HMO's in the Borough. The stock condition survey 2005 found that 76% of HMO's had at least one problem in terms of unfitness, disrepair and energy efficiency and 64% had inadequate fire precautions.

**REDDITCH BOROUGH COUNCIL**

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- 4.3 Without assistance landlords may choose not to operate HMO's which will have a significant impact on the provision of accommodation for single people and add further pressures on the Council's waiting list.
- 4.4 In order for the Council to have effective strategic housing and planning policies the Council is required to make assessments of the market and condition of the properties in the Borough. The Assessments will also assess the viability of current and future market and affordable housing developments and the impact and needs required from the private sector in meeting demand.
- 4.5 The Council is currently working with the local authorities in Worcestershire to produce a Countywide Housing Strategy and the Local Investment Plan for Worcestershire with the Homes & Communities Agency.
- 4.6 The Local Investment Plan will be used by the Homes & Communities Agency when considering the funding requirements and priorities for Worcestershire and Redditch.
- 4.7 In order to performance manage and provide information to assist in the strategic direction of the Private Sector Housing Team a database system is required to ensure the limited resources of the team are effectively utilised.
- 4.8 Owners of properties are now able to convert house's in to HMO's without planning permission, therefore more proactive inspections are required to ensure any HMO's meet the required standards for this type of property.
- 4.9 Officers will bring a further report on proposals for the remaining monies.

**5. FINANCIAL IMPLICATIONS**

- 5.1 The Council has £154,000 from the Regional Housing Pot unallocated. The allocation of this report's projects will leave £64,000 unallocated for future projects.
- 5.2 Officers are not able to confirm if an allocation for 2011/12 will be made following the comprehensive spending review announcement.

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**6. LEGAL IMPLICATIONS**

- 6.1 The Housing Act 2004 introduced a measure for assessing health and safety hazards (HHSRS) and a landlord licensing requirement for houses in multiple occupation (HMOs).
- 6.2 Local Authorities have flexibility in providing discretionary assistance for repairs under the Regulatory Reform Order (RRO) (Housing Assistance) Order 2002.

**7. POLICY IMPLICATIONS**

- 7.1 The Housing Assistance Policy was agreed by Council on the 30th of January 2006 which introduced loans to landlords of HMO's
- 7.2 The Private Sector Housing Strategy was approved in December 2009.

**8. COUNCIL OBJECTIVES**

- 8.1 Enterprising Community- Raising the standards of private sector housing by assisting landlords improve their property to ensure tenants live in a safe and secure environment.
- 8.2 Safe - Improve the safety of private sector tenants by ensuring HMO properties have adequate fire precaution.

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

The Council's planning and housing policies will be at risk if appropriate research does not provide a robust evidence base.

**10. CUSTOMER IMPLICATIONS**

Providing landlords with financial assistance to undertake necessary works will enable the Council to ensure the safety of residents and assist in keeping HMO's within the housing market.

**11. EQUALITIES AND DIVERSITY IMPLICATIONS**

None



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

All research & Intelligence work will be let following the Council's standing orders.

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

Results from the private sector stock condition survey will assist the Council to utilise its resources more strategically for energy efficiency and reducing fuel poverty.

**14. HUMAN RESOURCES IMPLICATIONS**

One part time officer is funded from previous Regional Housing Pot funding to undertake the Council's statutory duty to license and monitor licensable HMO properties.

**15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

None

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

None

**17. HEALTH INEQUALITIES IMPLICATIONS**

Improving the conditions of the private sector stock will have a positive effect on resident's health & well being.

**18. LESSONS LEARNT**

Without a robust evidence base the Council is unable to ensure its limited resources are provide in the correct areas and to vulnerable residents.

**19. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

Officers are discussing with Bromsgrove District Council an appropriate software system.

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

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

**21. WARDS AFFECTED**

All wards

**AUTHOR OF REPORT**

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Tel: 3120

**REDDITCH BOROUGH COUNCIL**

**COUNCIL**

1st November 2010

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**JOINT COMMITTEE FOR WORCESTERSHIRE ENHANCED TWO TIER  
REGULATORY SERVICE (WETT)**

***RECOMMENDED that***

***the Council adopt the proposed fees and charges for private water supplies as follows:-***

- ***Risk Assessment - £40 per hour (up to £500 maximum)***
- ***Investigation (each investigation) - £40 per hour (up to £100 maximum)***
- ***Granting an Authorisation - £100 maximum***
- ***Sampling (each visit) - £100 maximum***
- ***Analysing a sample***
  - ***taken under regulation 10 - £25 maximum (small supplies)***
  - ***taken during check - £100 maximum monitoring***
  - ***taken during audit - £500 maximum monitoring***



**WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL**

**MEETING OF THE WORCESTERSHIRE SHARED SERVICES**

**JOINT COMMITTEE**

**THURSDAY, 9TH SEPTEMBER 2010 AT 4.30 P.M.**

PRESENT: Bromsgrove District Council: Councillor Mrs. M. Bunker  
Malvern District Council: Councillor Mrs. B. Behan  
Malvern District Council: Councillor R. Madden  
Redditch Borough Council: Councillor M. Braley  
Redditch Borough Council: Councillor G. Vickery (during Minute No's  
10/10 to 18/10)  
Worcester City Council: Councillor Mrs. L. Hodgson (Vice-Chairman)  
Worcester City Council: Councillor F. Lankester  
Worcestershire County Council: Councillor S. Clee  
Worcestershire County Council: Councillor D. Prodger, MBE  
Wychavon District Council: Councillor Mrs. A. Mackison (Chairman)  
Wychavon District Council: Councillor A. Dyke  
Wyre Forest District Council: Councillor J. Baker  
Wyre Forest District Council: Councillor M. Hart

Observers: Councillor Mrs. J. A. Pearce, Deputy Leader, Wychavon District Council, Mr. V. Allison, Deputy Managing Director with key responsibility for Treasury Management Services, Wychavon District Council and Mr. D. Guy, Worcestershire Enhanced Two Tier (WETT), Programme Manager, Worcestershire County Council

Invitees: Mr. I. Edwards, Regulatory Services Project Manager

Officers: Mr. S. Jordan, Ms. J. Pickering, Ms. C. Flanagan and Ms. P. Ross

The Chairman welcomed Members, officers and Invitees to the meeting. At the request of the Chairman brief introductions were given by those present.

10/10 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor P. Whittaker.

11/10 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

12/10 **MINUTES**

The minutes of the meeting of the Worcestershire Shared Service Joint Committee held on 11th June 2010 were submitted.

**RESOLVED** that the minutes be approved as a correct record.

13/10 **PRIVATE WATER SUPPLY FEES AND CHARGES**

The Committee considered a report detailing The Private Water Supplies Regulations 2009 that came into force on 1st January 2010 and would apply to all private water supplies intended for human consumption including private distribution systems. The Regulations imposed new monitoring duties and required local authorities to carry out a risk assessment on areas of supply. The new Regulations aimed to protect public health and required each supply to undergo a risk assessment. Local authorities would have the powers to charge for the services provided. The Head of Worcestershire Regulatory Services responded to Members' questions regarding residents being made aware of the new Regulations and the proposed charges and whether the proposed charges had been based on full cost recovery.

**RECOMMENDED** that the Council for each Member Authority adopts the proposed fees and charges for private water supplies as follows:-

Risk Assessment	£40 per hour (up to £500 maximum)
Investigation (each investigation)	£40 per hour (up to £100 maximum)
Granting an Authorisation	£100 maximum
Sampling (each visit)	£100 maximum
Analysing a sample	
- taken under regulation 10 (small supplies)	£ 25 maximum
- taken during check monitoring	£100 maximum
- taken during audit monitoring	£500 maximum

14/10 **REGULATORY SERVICES BUDGET 2010 / 2011**

The Executive Director, Finance & Corporate Resources, Bromsgrove District Council and Redditch Borough Council apologised to Members for the late submission of the Regulatory Services Budget 2010 / 2011 report to the Committee.

The Committee considered a report on the revised Regulatory Services Budget for 2010 / 2011. The Worcestershire Shared Services Partnership Agreement agreed on 1st June 2010 had included a clause within the Financial Arrangements to approve a final budget for the period June 2010 to 31st March 2011. The Executive Director, Finance and Resources responded to questions from Members regarding the estimations that had been made and noted Members' requests that future reports contained further detailed information for each individual Member Authority.

**RESOLVED** that the Regulatory Services Budget for 2010 / 2011 be approved.

15/10 **WORCESTERSHIRE REGULATORY SERVICES PERFORMANCE SUMMARY**

The Committee considered a report on the current levels of performance as requested at the meeting of the Joint Committee held on 11th June 2010. The Head of Worcestershire Regulatory Services informed Members that performance was going well and that all Member Authorities performance would be monitored during fortnightly meetings where any issues would be raised and addressed. The Head of Worcestershire Regulatory Services responded to Members' questions regarding performance measures and informed Members that currently very few performance measures were consistent across the County but it was anticipated that from April 2011 Worcestershire Regulatory Services would have a single service plan, developed and agreed by the Committee, with agreed outcomes and performance measures that would be reported to the Committee on a regular basis.

The Chairman thanked officers and staff involved in the Worcestershire Regulatory Shared Services for their hard work.

**RESOLVED:**

- (a) that The Head of Worcestershire Regulatory Services be tasked to provide Committee Members with their individual authorities current performance measures; and
- (b) that the performance in relation to the work carried out by Worcestershire Regulatory Services on behalf of each Member Authority be noted.

16/10 **PROJECT PLAN UPDATE, INCLUDING LESSONS LEARNT - IAN EDWARDS**

Mr. I. Edwards, Regulatory Services Project Manager provided Members with a summary of progress against plans for the period 11th June to 9th September 2010. He informed Members that a staff structure was currently out for consultation until the 16th September 2010. The proposed structure had made best use of the opportunity to bring together Environmental Health, Licensing and Trading Standards to create a workforce that would be customer focused and flexible.

The Regulatory Services Project Manager informed the Committee of the risk to the original stage two timescales following the adoption of the Systems Thinking transformation approach. He responded to Members' concerns and highlighted that delays would not impact on the budget or the project deadline.

The Executive Director, Finance & Corporate Resources, Bromsgrove District Council and Redditch Borough Council responded to questions from Members regarding ICT resources and informed Members that as the Section 151 officer she would be looking to see what ICT resources could be given by the Host Authority. Following further discussion it was

**RESOLVED:**

- (a) that Joint Committee Members inform their respective authorities of:
- (i) the delays to the original stage two timescales;
  - (ii) that the delays would not impact on the budget or deadline; and
- (b) that the performance in relation to the work carried out by the Worcestershire Regulatory Services on behalf of each Member Authority be noted.

17/10 **WORCESTERSHIRE REGULATORY SERVICES - AIMS AND OBJECTIVES**

The Committee considered a report on the aims and objectives of the Worcestershire Regulatory Services (WRS). The Head of Worcestershire Regulatory Services introduced the report. The report aspired to set out the strategic aims and objectives for the single service to go forward. A workshop involving officers from all Regulatory Services had been convened to consider the direction of the Service in performing its various functions. The purpose being to identify the high level aims that the service was set up to deliver. Within the scope of the Service the aims were identified as follows:

- To protect public health and safety
- To minimise crime and disorder
- To support consumers, businesses and economic development
- To protect the environment and tackle the effects of climate change
- To provide a great service that our customers want

**RESOLVED** that the aims and objectives of Worcestershire Regulatory Services as identified and detailed above be endorsed.

18/10 **WORCESTERSHIRE REGULATORY SERVICES, WORKING PRACTICES - (FLEXIBLE WORKING) AND ACCOMMODATION**

The Committee considered a report on the need to move towards a more flexible approach to working practices for appropriate field staff and to look at local service delivery and the best optimum to deliver an efficient service. The Head of Worcestershire Regulatory Services introduced the report and informed Members that in order to achieve this, staff would be encouraged to work from home or using touchdown facilities around the County. This would avoid the necessity to retain all the existing offices currently being under-utilised. The Head of Worcestershire Regulatory Services responded to Members' questions regarding the need to ensure officers availability and that good customer relations were maintained with officers being contactable. Following further discussion it was

**RESOLVED:**

- (a) that Members discuss with their respective authorities the need to mitigate accommodation costs to Worcestershire Regulatory Services as the Service seeks to liberate existing office accommodation space; and
- (b) that the actions and the approach taken to progress Worcestershire Regulatory Services in terms of flexible working practices and accommodation needs be noted and endorsed.



19/10 **BRANDING - VERBAL UPDATE FROM STEVE JORDEN**

The Head of Worcestershire Regulatory Services provided the Committee with brief details regards the current branding used for Worcestershire Regulatory Services (WRS) which included an orange and black logo with the strap line '*supporting and protecting you*'. An official launch of the service would take place.

20/10 **WORCESTERSHIRE REGULATORY SHARED SERVICES - HUB VISITS**

The Vice-Chairman introduced this item and expressed the view that a face to face visit to a Hub centre may prove useful. The Worcestershire Hub network could seem complex especially in its relationship to shared services and a visit in person to the Worcestershire Hub network would provide an opportunity for Members to find out more about the role of the Worcestershire Hub and what it would provide for Worcestershire Regulatory Shared Services (WRSS).

21/10 **INCOME AND RECHARGES WITHIN WORCESTERSHIRE REGULATORY SERVICES**

Consideration of this item was deferred.

22/10 **NEXT MEETING**

Members considered the date and time of the next meeting. Following discussion the Executive Director, Finance & Corporate Resources, Bromsgrove District Council and Redditch Borough Council highlighted that the Committee had to inform Member Authorities by no later than the 1st December in any year the amounts of their proposed contributions to the Joint Committee's budget.

Members also considered the agreed quorum for meetings and concerns were expressed regarding the requirement that one Member from each Member Authority had to be present. The Legal Services Manager Redditch Borough Council informed the Committee that the quorum agreed by all Member Authorities, as stated in the Worcestershire Shared Services Partnership, Part 1 – Schedule 1, Joint Committee, Terms of Reference was that at least one Member be present from each Member Authority entitled to vote. Following further discussion on the possibility of future meetings being inquorate it was

**RESOLVED** that the next meeting of the Joint Committee be held on Thursday 25th November 2010 at 4:00pm the Council Chamber, Bromsgrove District Council.

The meeting closed at 6.10 p.m.

Chairman

