

# Executive Committee

Tue 13 Sep  
2011  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



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

# Access to Information - Your Rights

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

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business

undertaken in private) for up to six years following a meeting.

- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.

- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:  
**[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)**

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

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**Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### ***Agenda Papers***

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

### ***Chair***

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

### ***Running Order***

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

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

### ***Decisions***

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

### ***Members of the Public***

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

### ***Special Arrangements***

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

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

### ***Further Information***

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

### ***Fire/ Emergency instructions***

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

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

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

**Do Not use lifts.**

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

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

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

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

**OR**

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

**and**

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

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

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



# Executive

## Committee

13th September 2011

7.00 pm

Committee Room 2 Town Hall

### Agenda

#### Membership:

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

<p><b>1. Apologies</b></p>	<p>To receive the apologies of any Member who is unable to attend this meeting.</p>
<p><b>2. Declarations of Interest</b></p>	<p>To invite Councillors to declare any interests they may have in items on the agenda.</p>
<p><b>3. Leader's Announcements</b></p>	<p>1. To give notice of any items for future meetings or for the Forward Plan, including any scheduled for this meeting, but now carried forward or deleted; and</p> <p>2 any other relevant announcements.</p> <p>(Oral report)</p>
<p><b>4. Minutes</b> (Pages 1 - 12) Chief Executive</p>	<p>To confirm as a correct record the minutes of the meeting of the Executive Committee held on the 23rd August 2011</p> <p>(Minutes attached)</p>
<p><b>5. ICT Policies</b> (Pages 13 - 16) Head of Business Transformation</p>	<p>To seek approval for a number of ICT Policies provided by Central Government.</p> <p>(Report attached. Appendices available in Group Rooms and via the website.)</p> <p><b>(No Direct Ward Relevance);</b></p>
<p><b>6. Quarterly Performance Monitoring - Quarter 1 - April to June 2011</b> (Pages 17 - 34) Director of Policy, Performance and Partnerships</p>	<p>To consider the quarterly performance report, showing indicators which have improved, declined or remained static when compared to the same period in the previous financial year.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance);</b></p>

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<p><b>7. Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 1 - April to June 2010</b></p> <p>(Pages 35 - 42)</p> <p>Head of Finance and Resources</p>	<p>To advise Members of actual performance during Quarter 1 of the Improvement Plan.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance);</b></p>
<p><b>8. Quarterly Budget Monitoring - Quarter 1 - April to June 2011</b></p> <p>(Pages 43 - 52)</p> <p>Head of Finance and Resources</p>	<p>To provide Members with an overview of the budget, including the achievement of approved savings as at the end of Quarter 1, 2011/12.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance);</b></p>
<p><b>9. Quarterly Customer Services - Quarter 1 - April to June 2011</b></p> <p>(Pages 53 - 66)</p> <p>Head of Customer Services</p>	<p>To consider a report which provides a quarterly update on Customer Services.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance);</b></p>
<p><b>10. Write-off of debts - Monitoring report</b></p> <p>(Pages 67 - 72)</p> <p>Head of Finance and Resources</p>	<p>Members are requested to consider the action taken by Officers with respect to the write off of debts during the first quarter of 2011/12 and to note the profile of outstanding debt.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance);</b></p>
<p><b>11. Overview and Scrutiny Committee</b></p> <p>(Pages 73 - 82)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on the 18th August 2011</p> <p>There are recommendations to consider and note for a later decision.</p> <p>(Minutes attached)</p>

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<p><b>12. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.</b></p> <p>Chief Executive</p>	<p>To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels etc. since the last meeting of the Executive Committee, other than as detailed in the items above.</p>
<p><b>13. Advisory Panels - update report</b></p> <p>(Pages 83 - 86)</p> <p>Chief Executive</p>	<p>To consider, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels and similar bodies, which report via the Executive Committee.</p>
<p><b>14. Action Monitoring</b></p> <p>(Pages 87 - 88)</p> <p>Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p>

## 15. Exclusion of the Public

Should it be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to any items of business on the grounds that exempt information is likely to be divulged it may be necessary to move the following resolution:

**“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 matters on the grounds that they involve(s) the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12 (A) of the said Act, as amended.”**

**Item 17 – Review of Lease – Unit 1, Matchborough House  
18 – Hewell Road Pool - Disposal**

**[Subject to the “public interest” test, information relating to:**

- **Para 1 – any individual;**
- **Para 2 – the identity of any individual;**
- **Para 3 – financial or business affairs;**
- **Para 4 – labour relations matters;**
- **Para 5 – legal professional privilege;**
- **Para 6 – a notice, order or direction;**
- **Para 7 – the prevention, investigation or prosecution of crime;**

**may need to be considered as ‘exempt’.]**



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<p><b>16. Review of Lease - Unit 1, Matchborough Centre</b></p> <p>(Pages 89 - 106)</p> <p>Head of Finance and Resources</p>	<p>To consider a review of rent for Unit 1, Matchborough Centre.</p> <p>(Report attached)</p> <p>[The report and appendix contain exempt information as defined in S.100 of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, as they contain information relating to the financial or business affairs of any particular person (including the authority holding that information). In view of this it is anticipated that discussion of these matters will take place after the exclusion of the public.]</p> <p><b>(Matchborough Ward);</b></p>
<p><b>17. Park House (150 Evesham Street) Site - Disposal</b></p> <p>(Pages 107 - 112)</p> <p>Head of Finance and Resources</p>	<p>To note the outcome of the discussions by local Councillors with residents as to the future use for the site and to determine the way forward.</p> <p>(Report attached)</p> <p><b>(Central Ward);</b></p>
<p><b>18. Confidential Minutes / Referrals (if any)</b></p>	<p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>





## Executive Committee

23rd August 2011

### MINUTES

#### Present:

Councillor Carole Gandy (Chair), Councillor Michael Braley (Vice-Chair) and Councillors Greg Chance, Brandon Clayton, Malcolm Hall and Jinny Pearce

#### Also Present:

Councillors Peter Anderson, Andrew Brazier and David Bush

#### Officers:

E Cartwright, K Cook, K Dicks, S Hanley, C John, T Kristunas, I Ranford, G Revans, L Tompkin and D Wright

#### Committee Services Officer:

D Sunman

#### 52. APOLOGIES

Apologies for absence were received on behalf of Councillors Juliet Brunner and Debbie Taylor.

#### 53. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 54. LEADER'S ANNOUNCEMENTS

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

- ICT Policies

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

- Learndirect;

.....  
Chair

(Not on the Forward Plan for this meeting)

- Comments from the Overview and Scrutiny Committee from its meeting on 16th August 2011, which refer to Item 12
- Shared Services Board Minutes from its meeting on 18th August 2011, which refer to Items 19 – 22

(Not meeting the publication deadline)

**55. MINUTES**

**RESOLVED that**

**the minutes of the meeting of the Executive Committee held on 12th July 2011 be confirmed as a correct record and signed by the Chair.**

**56. LEARNDIRECT**

The Committee was informed that Officers had been in extremely positive talks with the Principal of New College regarding the provision of an adult learning service.

Officers reported that these talks were ongoing and requested that any decision on provision of the service be deferred to a later meeting of this Committee.

**RESOLVED that**

**a decision be deferred to a later meeting of this Committee to allow discussions with New College regarding provision of an adult learning service to continue.**

**57. BUDGET PREPARATION GUIDELINES 2012/13; INITIAL ESTIMATES AND PROJECTIONS FOR 2013/14 AND 2014/15**

Members received a report which outlined recommended guidelines for the preparation of the 2012 /13 estimates and the projections for 2013/13 and 2014/15 for endorsement prior to their issue to budget holders.

**RECOMMENDED that**

**the proposed Budget Preparation Guidelines, as detailed in Appendix A to the report, be approved.**

**58. JOINT ENVIRONMENTAL ENFORCEMENT STRATEGY;  
REVISED FIXED PENALTY NOTICE SUMS AND WASTE AND  
STREET SCENE PUBLICITY PLAN 2011-2013**

The Committee received a report which sought approval for:

- a Joint Environmental Enforcement Strategy;
- the revised Fixed Penalty Notice Sums; and
- the Waste and Street Scene Publicity Plan 2011-2013.

**RECOMMENDED that**

- 1) **Members approve and adopt the Joint Environmental Enforcement Strategy, as attached to the report at Appendix 1; and**

**RESOLVED that**

- 2) **Members approve and adopt the recommended levels for Fixed Penalty Notices as set out in Appendix 2 to the report, on the basis that these amounts will form part of the Council's fees and charges and will be subject to future adjustment by Executive as part of the annual review of fees and charges; and**
- 3) **Members approve the three-year Waste and Street Scene Publicity Plan 2011 – 2013 as set out in Appendix 3 to the report.**

**59. SOLAR PANEL SCHEME - OPTIONS FOR INTRODUCING  
SOLAR PANELS AT HOUSING SITES IN REDDITCH**

Members considered a report which outlined options for introducing solar panels at housing sites in Redditch.

Officers reported that any work undertaken would specifically benefit the Council.

Members were informed that choice of suitable sites would be the subject of a feasibility study by the contractors chosen to tender for the entire solar PV project. However, within the tender process, contractors will be asked to prioritise St David's House and the category 'A' sheltered housing schemes, i.e. Arthur Jobson House, Harry Taylor House and Ibstock House.

Sheltered schemes had been prioritised because the communal areas had high daytime demand and would be the areas most likely to be occupied during the day when solar generation would be highest.

**RECOMMENDED that**

- 1) **up to £275,000 Capital Funding be allocated from the Housing Revenue Account (HRA) for the purposes detailed below: and**

**RESOLVED that**

- 2) **further photovoltaic (PV) be provided at housing sites, as detailed in the report;**
  - 3) **sheltered schemes be designated as priority schemes but that any RBC-owned landlord supply scheme may be chosen for investment;**
  - 4) **the Committee note the changes to the Feed In Tariff Scheme (FITS) and be aware that external factors might impact on the Council's plans; and**
  - 5) **authority be delegated to the Climate Change Manager to manage all Council Solar PV schemes; performance and financing arrangements to be reported annually to the Executive Committee, in line with other energy efficiency projects, such as the Salix funded initiatives.**
- 60. ROXBORO HOUSE - OUTCOME OF THE INVESTIGATIONS INTO THE FUTURE OF ROXBORO HOUSE**

Members considered a report on the investigation of potential options for retention, disposal and redevelopment of Roxboro House.

Officers reported that following investigation of all options it had been established that none of the preferred housing providers would be interested in developing the building. Soft market testing had also been carried out and viewings arranged for a number of organisations. However, Officers had found that organisations were not willing to commit to the project until the property is declared surplus.

Officers outlined the support for, and consultation with, residents that had been ongoing throughout the process and would continue until all residents had been rehoused. Members were informed that Roxboro House currently had ten residents and that feedback from those who had already moved had been positive.

**RESOLVED that**

- 1) **Roxboro House be declared surplus to requirements of the Council's housing stock with effect from 19th September 2011;**
- 2) **Worcestershire Property Services be authorised to progress the disposal of the complex and management arrangements of the complex when closed; and**
- 3) **Statutory Home Loss Payments (as required by the Land and Compensation Act 1973) and Disturbance Allowances be duly authorised for those tenants who have been affected and who have been re-housed in alternative accommodation as a result of the closure of Roxboro House; and**

**RECOMMENDED that**

- 4) **as a consequence of 3) above, budgetary provision be made from the Housing Revenue Account to fund the costs of Home Loss Payments and any Disturbance Allowance (estimated to be £74,400).**

**61. WINYATES ESTATE - INSULATION AND HEATING IMPROVEMENTS**

The Committee considered a report regarding insulation and heating improvements to a number of properties on the Winyates Estate.

Members were informed that the properties involved had been built in the 1970's to the Wimpey No Fines method of construction, which have external walls that cannot be insulated in the traditional method as they do not have cavities to fill.

Officers reported that the properties are within an area identified by the Department of Energy and Climate Change (DECC) as being suitable for inclusion in the power suppliers and the Country's power generators Community Energy Savings Programme (CESP) obligation, which provides finance towards improvements towards insulation and heating systems in properties that are privately owned, owned by social landlord or the Council.

E-ON, the power company, had made an offer to part fund a scheme to provide external wall insulation, loft insulation and the replacement of the original gas central heating boilers to 339 properties on Winyates Estate.

**RECOMMENDED that**

- 1) up to £300,000 be vired from within earmarked Housing Capital resources for the purposes indicated below; and

**RESOLVED that**

- 2) the improvements to the 339 properties on Winyates Estate be provided, as detailed in the report; and
- 3) Officers be authorised to enter into a contact with E-ON, on the terms indicated in the report, for the provision of heating and insulation improvements to the Winyates Estate.

**62. DISCRETIONARY HOUSING PAYMENT - REVISED POLICY**

Members considered a report that proposed amendments to the existing Discretionary Housing Payment Policy and update the working arrangements of the scheme in light of new guidance and changes in Housing Benefit calculation.

**RECOMMENDED that**

- 1) the Discretionary Housing Payment Policy set out in Appendix 1 or the report be approved;
- 2) the new working arrangements for Discretionary Housing Payments to be agreed, as detailed in the report;
- 3) the appropriate level of support be to continue to make payments up to the permitted total; and
- 4) the necessary budget be made available to support the chosen option.

**63. EMPLOYMENT POLICIES - REVIEW**

The Committee received a report which sought approval for the following revised employment policies which had been developed in conjunction with Trade Union Representatives:

- Time Off for Public Duties Policy
- Volunteering Policy



Members noted the comments of the Overview and Scrutiny Committee on the Volunteering Policy from its meeting on 16th August 2011.

**RECOMMENDED that**

**the Employment Policies , attached to the report at Appendices 1 and 2, be approved, namely**

- **Time Off for Public Duties; and**
- **Volunteering.**

**64. OVERVIEW AND SCRUTINY COMMITTEE**

The Committee received the minutes of the Overview and Scrutiny Committee held on 26th July 2011.

With reference to Minute 52 Members considered the following recommendation that

*“the previous best value performance indicator BV84, which measured the total amount of waste collected (kg per head) be incorporated into the quarterly performance monitoring report.”*

**RESOLVED that**

- 1) **the report be noted; and**
- 2) **the recommendation of the Overview and Scrutiny Committee to add the previous best value performance indicator (BV84) to future quarterly performance reports be approved.**

**65. WORCESTERSHIRE SHARED SERVICE JOINT COMMITTEE**

The Committee received the minutes of the meetings of the Worcestershire Shared Services Joint Committee held on 11th and 23rd June 2011.

**RESOLVED that**

**the minutes be noted.**

**66. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS ETC.**

There were no minutes or referrals under this item.

**67. ADVISORY PANELS - UPDATE REPORT**

The Committee received an update on the work of the Advisory Panels and similar bodies.

**RESOLVED that**

**the report be noted.**

**68. ACTION MONITORING**

The Committee received an Action Monitoring report.

**RESOLVED that**

**the report be noted.**

**69. EXCLUSION OF THE PUBLIC**

**RESOLVED 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 on the grounds that it involves the likely disclosure of exempt information as defined in the relevant paragraph 4 of Part 1 of Schedule 12 (A) of the said Act, as amended:**

- **Shared Service Business Case – Land Drainage (as detailed at Minute 70 below);**
- **Shared Service Single Business Case – Seven Services (as detailed at Minute 71 below);**
- **Shared Service Business Case – Car Parking (as detailed at Minute 72 below); and**
- **Shared Service Business Case – North Worcestershire Emergency Planning Service (as detailed at Minute 73 below).**

**70. SHARED SERVICE BUSINESS CASE - LAND DRAINAGE SERVICE**

The Committee received a report on the Shared Services Business Case – Land Drainage, which had been considered by the Shared Services Board on 18th August 2011.

Members noted the recommendations of the Shared Services Board.

**RECOMMENDED that**

- 1) the shared Land Drainage Service proposals detailed in the Business Case at Option 3 be approved, in accordance with the previously agreed Project Initiation Document dated 22nd June 2011;**
- 2) the three Councils agree this new service be known as the “North Worcestershire Land Drainage Service”; and**
- 3) all initial set up costs be met from within existing budgets.**

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to consultations or negotiations, or contemplated consultations or negotiations in connection with labour relations matters arising between the authority and employees of, the authority. However, there is nothing exempt in this record of the proceedings.)

**71. SHARED SERVICE BUSINESS CASE - SINGLE BUSINESS CASE**

The Committee received a report on the Shared Services Single Business Case, which had been considered by the Shared Services Board on 18th August 2011.

Members noted the recommendations of the Shared Services Board.

**RECOMMENDED that**

**subject to any matters detailed under the separate records below,**

- 1) the Single Business Case proposals be approved in respect of shared services for the following seven**

**services:**

- **Community Services**
  - **Customer Services**
  - **Environmental Services**
  - **Financial Services**
  - **Legal and Democratic Services**
  - **Planning and Regeneration**
  - **Secretariat and Directorate Support Services; and**
- 2) **Members note the detail within the Operational Shared Services Agreement and that subject to the change of date in Section 14, which will remain blank until agreement has been reached by Full Council and the need for the Appendices to be populated, recommend that it be endorsed by and signed on behalf of the Full Council.**

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to consultations or negotiations, or contemplated consultations or negotiations in connection with labour relations matters arising between the authority and employees of, the authority. However, there is nothing exempt in this record of the proceedings.)

## **72. SHARED SERVICES BUSINESS CASE - CAR PARKING**

The Committee received a report on the Shared Services Business Case – Car Parking, which had been considered by the Shared Services Board on 18th August 2011.

Members noted the recommendations of the Shared Services Board.

### **RECOMMENDED that**

- 1) **Option 2 (to “extend Wychavon District Council’s Service to include Bromsgrove District Council”) be chosen as the preferred option for the future delivery of the shared Parking Service;**
- 2) **Bromsgrove District Council should introduce Civil (Decriminalised) Parking Enforcement in partnership**

with Wychavon District Council;

- 3) **authority be delegated to the Head of Environmental Services to exercise the Council's civil parking enforcement powers within the District of Bromsgrove, when civil parking enforcement within the District comes into effect;**
- 4) **the Council enter into a Deed of Arrangements with the Parking and Traffic Regulations Outside London Adjudication Joint Committee for the functions in relation to adjudicators under Part 6 of the Traffic Management Act 2004;**
- 5) **authority be delegated to the Head of Legal, Equalities and Democratic Services to sign any necessary agreements or other documents to enable the introduction of civil parking enforcement within the District; and**
- 6) **up to £75,000 be made available within Bromsgrove District Council's budgets to meet the set up costs of Civil Parking Enforcement.**

(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to consultations or negotiations, or contemplated consultations or negotiations in connection with labour relations matters arising between the authority and employees of, the authority. However, there is nothing exempt in this record of the proceedings.)

## **73. SHARED SERVICE BUSINESS CASE - NORTH WORCESTERSHIRE EMERGENCY PLANNING SERVICE**

The Committee received a report on the Shared Services Business Case – Emergency Planning, which had been considered by the Shared Services Board on 18th August 2011.

Members noted the recommendations of the Shared Services Board.

### **RECOMMENDED that**

**the proposal in respect of a shared Emergency Planning service be approved as detailed in the Business Case under Option 3 (for a North Worcestershire Shared Service).**

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(During consideration of this item Members discussed matters that necessitated the disclosure of exempt information. It was therefore agreed to exclude the press and public prior to any debate on the grounds that information would be revealed relating to consultations or negotiations, or contemplated consultations or negotiations in connection with labour relations matters arising between the authority and employees of, the authority. However, there is nothing exempt in this record of the proceedings.)

The Meeting commenced at 7.00 pm  
and closed at 8.25 pm

**EXECUTIVE COMMITTEE**

13th September 2011

**ICT POLICY DOCUMENTS**

Relevant Portfolio Holder	Cllr Mike Braley
Portfolio Holder Consulted	Yes
Relevant Head of Service	Deb Poole
Wards Affected	None
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

The documents attached at Appendix 1 are supplied by Central Government to all Councils. The use of these documents helps ensure Councils are compliant with the Code Of Connection that enables the transfer of secure information, such as Benefits claims, to Central Government. There is no other means of sending this information and therefore complying with the code of connection is the only way the Council can operate a Benefits service. The same documents are already used by Bromsgrove District Council.

**2. RECOMMENDATIONS**

**The Committee is asked to RECOMMEND to the Council that the documents, attached at Appendix 1 of the report, be approved for use and apply to all members of staff and Councillors.**

**3. KEY ISSUES**

**Financial Implications**

3.1 There are no financial implications for the use of these documents.

**Legal Implications**

3.2 There are no legal implications for the use of the documents however, should people breach the policies, standard HR processes could be followed including dismissal and notification to the necessary authorities of any deliberate security infringement.

3.3 The Head of Legal, Equalities and Democratic Services has been consulted with regard to the legal implications.

**Service/Operational Implications**

3.4 The documents attached at Appendix 1 have been available for use for several years and are required to help ensure the Authority is compliant with central governments code of connection to their IT facilities. This allows the use of a secure IT connection to central

**EXECUTIVE COMMITTEE**

13th September 2011

government for the sending and receiving of confidential information such as Benefits details. The authority has passed previous Government audits by ensuring the documents would be presented to Council at a future date.

- 3.5 The policies are new to RBC and will apply to all members of staff and Councillors. They will have HR and potential legal implications if the policies are infringed as they are designed to protect information and systems owned by the Authority through correct policy and procedure.

**Customer / Equalities and Diversity Implications**

- 3.6 There are no Customer / Equalities and Diversity implications.

**4. RISK MANAGEMENT**

If the proposed policies are not accepted, the Authority will need to write its own documents covering the same subject matter, as those provided by central government, and have them successfully passed by external audit to ensure they satisfy the code of connection. This will increase cost and risk as failing the audit may mean we cannot provide a Benefits service.

**5. APPENDICES**

Appendix 1 - List of policies

- Communications and Operation Management Policy
- Computer Telephone and Desk Use Policy
- Email Policy
- GCSx AUP and Personal Commitment Statement
- Human Resources Information Security Policy
- Information Protection Policy
- Information Security Incident Management Policy
- Information Security Policy Overview
- Internet Acceptable Usage Policy
- IT Access Policy
- IT Infrastructure Security Policy
- Legal Responsibilities Policy
- Remote Working Policy
- Removable Media Policy
- Software Policy

**6. BACKGROUND PAPERS**

None.



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7. **KEY**

IT – Information Technology.

HR – Human Resources.

AUP – Acceptable Usage Policy

GSCx – Government Secure Code Connection

**AUTHOR OF REPORT**

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**CORPORATE PERFORMANCE REPORT**  
**QUARTER 1, PERIOD ENDING 30TH JUNE 2011**

Relevant Portfolio Holder	Cllr Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes at Portfolio Holder Briefing
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Wards Affected	All Wards
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

This report provides Members with an opportunity to review the Council's performance for quarter 1 of the 2011/12 financial year and to comment upon it.

**2. RECOMMENDATIONS**

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

**The update on key performance indicators for the period ending 30th June 2011 be considered and commented upon.**

**3. KEY ISSUES**

**Financial Implications**

3.1 Poor financial performance will be detrimental to any Council assessment and overall performance. Specific financial indicators included in the 2011/12 set are listed below:

- a) Time taken to process housing benefit / council tax benefit new claims and change events;
- b) The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments;
- c) Paid by the Council within 30 days of receipt or within the agreed payment terms;
- d) Percentage of council tax collected by the authority in the year.

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**Legal Implications**

- 3.2 The Government announced that the former National Indicator set was to be reduced. At present there is no legal requirement for the local authority to produce specific performance data.

**Service/Operational Implications****Basis of Quarterly Reporting**

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

**Corporate Performance Report**

- 3.4 The corporate performance report compares the year to date outturn with the same period last year and shows those indicators which are included in the Council Plan and whether they have improved, declined or remained static in performance.
- 3.5 Due to the change in strategic focus, the transformation programme and associated system thinking, targets were not required for the business plans 2011/12 and as such are no longer contained within the report.
- 3.6 In total, data has been provided for 29 indicators for quarter 1. Of these, 13 have improved in performance and 14 have declined compared to the same period last year. In addition there are 2 indicators which have remained static, of which 1 is at optimum performance and as such no improvement is possible.
- 3.7 Of those indicators which have declined, there are 3 which are specifically problematic and require further analysis (see section 3.9).

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- 3.8 This report shows that of the 29 indicators reported this quarter, 44.8% have improved when compared to the same period last year (April to March). By way of example:
- a) The time taken to process Housing Benefit / Council Tax Benefit new claims and change events has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 2.4 days when compared to the same period last year, falling from 12.60 days to 10.20 days;
  - b) The percentage of housing benefit overpayments recovered (as a % of all housing benefit overpayments) has dramatically improved, rising from 66.00% in quarter 1 last year to 80.14% in 2011/12. This is due to new processes which have been implemented;
  - c) There has been a small reduction in the amount of household waste going to landfill dropping from 154.52 kg per household to 143.74 kg (to be confirmed) when compared with the same period last year (April – June);
  - d) In quarter 1 this year, there has been a small increase in the number of people using the Shopmobility service, rising from 4,096 to 4,275 when compared to quarter 1 in 2010/11;
  - e) The number of ‘other’ planning applications determined within 8 weeks has increased from 88.10% to 100% when compared to the same period last year.
- 3.9 There are three indicators highlighted as showing particular concern:
- a) When compared to the same period last year, the percentage of invoices paid by the Council within 30 days of receipt has dropped from 93.32% to 90.48%; this is the lowest quarterly performance since quarter 1, 2008/09 (see appendix 1, page 2 for further comment). Officers are reviewing the procedure in relation to the time it takes to authorise invoices with the aim to reduce the period of payment to suppliers;
  - b) There has been an 11% increase in the number of British Crime Survey comparator crimes in quarter 1 compared to the same period last year (an equivalent of 92 crimes). This performance is significantly worse than our peers (iQuanta most similar family group) and ranks the Authority as 14th out of 15. This problem is being addressed by looking at individual crime types within this group;

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- c) The number of households living in temporary accommodation has increased from 7 to 9 due to difficulty in finding homes in the private sector. This situation is expected to continue, particularly with the reforms to the Welfare system.
- 3.10 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows our current and historic performance against selected performance indicators.
- 3.11 The Council's current Council Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way in which performance is managed. Appendix 1 reports on the 2011/12 performance indicators contained within the Council Plan.
- 3.12 The performance indicator set includes one which reports on the number of working days / shifts lost to the local authority due to sickness absence per full time equivalent staff member. Quarter 1, 2011/12 shows a decrease in the amount of time lost due to sickness absence compared to the same period last year (April – June).
- 3.13 The performance data contained in the attached report relates directly to the Council's priorities and objectives.
- 3.14 There are a total of 2 performance indicators that relate to air quality and climate change within the list of National Indicators all of which are included in the corporate set. These indicators are all reported annually.
- Performance management implications are detailed within this report at Appendix 1.
- 3.15 There are a number of performance indicators relating to community safety in the 2011/12 corporate indicator set.

Quarterly indicators:

- a) Number of British Crime Survey comparator crimes.

Annual indicators:

- a) Perceptions of anti-social behaviour;
- b) Dealing with local concerns about anti-social behaviour and crime issues by the local council and police;
- c) Perceptions of drunk or rowdy behaviour as a problem;

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d) Perceptions of drug use or drug dealing as a problem and,

Performance for these indicators can be seen in Appendix 1.

**Customer / Equalities and Diversity Implications**

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

3.17 Additional customer service performance indicators have been added for 2011/12:

a) Percentage of customers satisfied with the service received at Customer Service Centres and;

b) Percentage of complaints handled within the agreed time frames.

Performance for these indicators can be found in Appendix 1.

3.18 Enhanced performance will assist to improve customer satisfaction.

3.19 There are two performance indicators included in the 2011/12 corporate set which relate to equality and diversity. These indicators are both performing well with the number of racial incidents recorded improving and the percentage of recorded incidents resulting in further action remaining at 100%.

**4. RISK MANAGEMENT**

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

**5. APPENDICES**

Appendix 1 - Quarter 1, 2011/12 Corporate Performance Report, period ending 30 April 2011.

**6. BACKGROUND PAPERS**

The details to support the information provided within this report are held by the Policy Team and on the Electronic Data Collection (EDC) system.

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**Redditch Borough Council Corporate Performance Report**  
**Quarter 1, 2011/12 - Period Ending June 2011**

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 1 (April - June) 2011/12 and where there is comparative data available; the data relates to a year to date comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Area of Highest Need (AOHN)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Total number of corporate performance indicators providing outturn data for quarter 1 where comparative data is available	6	%	15	%	0	%	0	%	7	%	29	%
Total number of indicators showing improvement compared to the same period last year ☺	4	66.7%	8	53.3%	THIS IS THE BASE LINE YEAR FOR ALL AOHN INDICATORS		NO OUTTURNS EXPECTED THIS QUARTER	1	14.3%	13	44.8%	
Total number of indicators showing a decline compared to the same period last year ☹	2	33.3%	8	53.3%				4	57.1%	14	48.3%	
Total number of indicators showing no change compared to the same period last year** 😐	0	0.0%	0	0.0%				2	28.6%	2	6.9%	

\*\* One of the indicators showing no change is currently at optimum performance and as such, no improvement is possible

**Key Findings for Quarter 1**

This report shows that of the 29 indicators reported this quarter, 44.8% have improved when compared to the same period last year. By way of example, the time taken to process Housing Benefit / Council Tax Benefit new claims and change events continues to improve as the length of time to process the claims has reduced by 2.40 days compared to the same period last year. Likewise, the amount of residual waste per household has reduced by approximately 10 kilograms when compared to the same period last year.

However there are also indicators which are highlighted as areas for concern; the percentage of invoices paid by the Council within 30 days of receipt has dropped from 93.32% to 90.48% when compared to the same period last year. In addition, there has been an 11% increase in the number of comparator crimes reported compared to the same period last year, rising from 831 to 923. An investigation is under way looking at the individual crime types in the comparator crime group.

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

<b>Key to Terms and Symbols</b>			
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	😐	To be confirmed	<b>TBC</b>
No data available for the period	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	NA	Customer Service Centre	<b>CSC</b>
Data is provisional	*	West Midlands	<b>WM</b>

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Amount of housing benefit overpayments recovered as a % of all HB overpayments	66.00%	80.14%	☺	75.99%	67.15%	Improved recovery rate of 80.14% compared to 66.00% in Quarter 1 last year. New processes now in place and working well.
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	12.60	10.20	☺	13.40	11.35	Target met. Improved performance compared to same period last year, however the decrease in new claims and increase in changes may partly explain this.
% of invoices paid by the Council within 30 days of receipt	93.32%	90.48%	☹	93.55%	92.39%	Still awaiting new system to be rolled out. Issues over delays in officers signing invoices and returning to Payments Section on time.
Number of working days / shifts lost to the local authority due to sickness absence per FTE (full time equivalent) staff members (days)	2.41	1.96	☺	9.02	10.16	Decrease in sickness from last quarter and decrease in sickness from same period last year. There has been an increase in FTE due to the Shared Services Agenda.
% of council tax collected by the authority in the year	29.81%	29.84%	☺	97.23%	97.69%	Q1 outturn is 0.74% up on the projected collection target and 0.03% points up compared to Q1 for 2010/11.
% of customers satisfied with the service received (CSC)	NA	99.36%	NA	NA	NA	Customer Satisfaction continues to be consistently at a high level. Improvements made throughout the service and have not affected satisfaction.
% of complaints handled within the agreed time frames	78.57%	60.71%	☹	NA	81.25%	This is a drop in the percentage dealt with within agreed timescales compared with last year. 5 cases were still open as they were complex cases. We are aiming to provide customers with a fuller, better quality response to their complaints in the first instance, and this appears to have been successful as no complaints were escalated for further review to the Head of Customer Services. We will be working to improve on our response rate. Where it has taken us longer to respond than expected customers were informed that there would be a delay in all cases.
% electoral turnout	66.0%	37.8%	Contextual	35.4%	66.0%	2011/12 was a combined Borough election and referendum. 2010/11 election was a Parliamentary election at which there is nationally a higher turnout.

<b>Key Findings for Quarter 1</b>			
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	☹	To be confirmed	<b>TBC</b>
No data available for the period	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	<b>NA</b>	Customer Service Centre	<b>CSC</b>
Data is provisional	*	West Midlands	<b>WM</b>

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
% of people who believe people from different backgrounds get on well together in their local area (WVP)	NA	NA	NA	71.7%	71.4%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Perceptions of anti-social behaviour (%) (WVP)	NA	NA	NA	12.9%	13.5%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (%) (WVP)	NA	NA	NA	30.5%	42.9%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Perceptions of drunk or rowdy behaviour as a problem (%) (WVP)	NA	NA	NA	23.9%	25.2%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Perceptions of drug use or drug dealing as a problem (%) (WVP)	NA	NA	NA	26.0%	27.0%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Number of affordable homes delivered	43	2	Contextual	111	100	1 Homebuy Direct unit at Windsor Road and 1 mortgage rescue unit converted from owner occupation to rent. The reduced number of affordable homes delivered is a consequence of the economic situation, problems with planning and securing HCA (Homes and Communities Agency) grant funding (now resolved).
Number of racial incidents recorded by the authority per 100,000 population (contextual)	10.16	6.35	Contextual	24.15	29.21	There has been a reduction in hate crime reporting across all reporting routes.
% of racial incidents that resulted in further action (contextual)	100%	100%	Contextual	100%	100%	All racial incidents reported via the Hate Incident Reporting Scheme have further action taken ranging from liaison with the victim and witnesses and referral to the responsible agency to multi-agency case meetings through Redditch Anti Harrasment Partner
Adult re-offending rates for those under probation supervision	TBC	TBC	TBC	TBC	TBC	This is a new indicator at district level. Awaiting verification of data from Worcestershire County Council.
Number of British Crime Survey comparator crimes reported	831	923	☹	3,469	3,241	There have been 923 BCS comparator crimes over Q1, which is an 11% increase compared to the same period last year. Performance is significantly worse than peers, ranking 14th out of 15. This problem is being addressed by looking at individual crime types
Number of people using the Dial-A-Ride service	8,574	8,144	☹	32,865	35,196	Down by 272 users on same period last year. There have been 2 full time drivers off work resulting in the number of buses being reduced from 6 to 5 on some days. Another casual driver has been recruited which will give more flexibility to cover during busy periods.
Number of people using the Shopmobility service	4,096	4,275	☺	19,238	16,252	Promotional visits to local groups are continuing. Kingfisher Shopping Centre have noticed a drop in footfall which will impact on Shopmobility figures.
% of lifeline calls answered within 1 minute	99.30%	99.71%	☺	NA	99.24%	This is within Telecare Services Association target of 97.5%.
% of CCTV incidents which are proactive monitoring	NA	18.98%	NA	NA	NA	2011/12 is the baseline year for this new performance indicator.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of CCTV evidential seizures	NA	24	NA	NA	NA	2011/12 is the baseline year for this new performance indicator (data has not previously been split by Council).
Number of attendances at community events	14,714	18,200	☺	44,364	62,073	The number of people attending community events has increased, which may be as a result of additional events at Stitch Meadow/Forge Mill.'
Attendance at sports development sessions	18,095	15,048	☹	59,741	62,241	There has been a reduction in the number of people attending when compared with the same period in 10/11. This is as a result of 2 events being cancelled due to bad weather and the Sports Unlimited Programme ending. The new Sportivate funding through Sport England should see attendances recover.
Attendance at arts development sessions	3,210	2,947	☹	9,851	14,236	There has been a slight drop in the number of people attending compared to the same period last year, as there has been no play directed on behalf of a local school by the Palace Youth Theatre team.
Number of visitors to Palace Theatre	13,540	10,540	☹	44,857	53,015	Decrease in attendances compared with comparable period 10/11 due to less popular Society Performances. This issue will be addressed through the Programming Board.
Number of people visiting leisure centres	131,720	134,238	☺	565,157	569,187	Slight increase compared with comparable period 10/11 due to increase in gym membership.
Number of visits to Arrow Valley Countryside Centre	81,000	74,522	☹	335,025	342,973	Attendance figures are not available given that the automatic counting was unavailable for a considerable period.
Number of visitors to the Museum & Bordesley Abbey Visitors Centre	7,350	7,915	☺	15,068	21,347	Increase from same period in 10/11 due to increase in attendances as a result of capital investment into the play area.
Number of visitors to the Abbey Stadium & Hewell Road Swimming Pool	78,073	78,437	☺	291,081	296,945	Performance comparable with same period 10/11.
Residual waste per household (kgs)	154.52	143.74 *	☺	574.94	569.17	Slight improvement (reduction in waste) on same period last year. Figures are an indication of the final figures which we will available through Waste Data Flow in September.
% of household waste re-used, recycled or composted	25.77%	26.33%	☺	28.30%	28.73%*	Slight increase in the amount of household waste re-used, recycled or composted compared with the same quarter last year. Publicity work is planned for Autumn.
Improved street and environmental cleanliness - levels of litter	NA	12.16% *	NA	NA	NA	This is a new indicator. The figures are yet to be confirmed. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable.
Improved street and environmental cleanliness - levels of detritus	NA	33.78% *	NA	NA	NA	This is a new indicator. The figures are yet to be confirmed. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of fly-tipping incidents dealt with	396	405	☹	NA	NA	Slight increase in number of fly-tips. This may be due to some duplication but is no major cause for concern.
Number of fly-tipping enforcement actions	75	56	☹	NA	NA	Enforcement actions are less than the same quarter last year due to staff absence.

Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of young people (13 - 17 years) involved in positive activities	NA	NA	NA	NA	NA	The new Activity Programme began on 4th July 2011. Attendance numbers will be available next quarter. This is the baseline year for this indicator and as such no comparison is available.
Number of adults (18+ years) participating in sport and exercise	NA	NA	NA	NA	NA	The new Activity Programme began on 4th July 2011. Attendance numbers will be available next quarter. This is the baseline year for this indicator and as such no comparison is available.
Number of local residents improving their skill level through Winning Winyates Project	NA	11	NA	NA	NA	New Work Club begins 27th July 2011. This is the baseline year for this indicator and as such no comparison is available.
% of residents who feel they belong to their immediate neighbourhood (WVP)	Annual	Annual	NA	39% (proxy)	NA	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.

<b><u>Key to Terms and Symbols</u></b>			
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	☺☹	To be confirmed	<b>TBC</b>
Key Findings for Quarter 1	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	NA	Customer Service Centre	<b>CSC</b>
Data is provisional	*	West Midlands	<b>WM</b>

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Greenhouse gas emissions from Local Authority operations previous 12 months (April - March)	Annual	Annual	NA	4,021	4,322	The methodology of calculating this indicator has changed from that required by the former National Indicator. The historic data has been entered using the new methodology to ensure consistency of reporting. However, it must be noted that whilst the results are factually correct, they are not a true indication of the Council specifically; as we are undergoing a period of unprecedented change in response to a difficult financial climate. All Bromsgrove and Redditch Councils' services will be shared by the end of 2011/12, resulting in increased staff mileage which may counteract much of the reductions achieved elsewhere. There has been a 7% increase in emissions from last year.
Per capita reduction in CO2 emissions in the LA area (%)	Annual	Annual	NA	7.8 (2005 - Baseline)	7.4 (2008)	There is a significant time lag in reporting this indicator. Due to revisions in the Kyoto Protocol, the historic figures for this indicator have been revised and now take into account land use, land use change and forestry, based on greenhouse gas emissions and removals. Since 2005, there has been a 5% reduction in the average Redditch resident's carbon footprint.
% of residents who agree that the Council provides value for money (WVP)	Annual	Annual	NA	35.6%	40.0%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
% of residents who are satisfied with the way the Council runs things (WVP)	Annual	Annual	NA	47.3%	45.0%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
% of residents who agree they can influence decisions in their local area (WVP)	Annual	Annual	NA	29.9%	31.6%	This is an annual indicator. The next WVP survey is in November 2011, it is expected data will be available in quarter 3.
Mortality rate from circulatory diseases for under 75's (per 100,000 population)	Annual	Annual	NA	74.45	TBC	This data is provided by Worcestershire County Council. There is a significant time lag in producing this data. The next update is expected in December 2011.
% of Children and Young Peoples plan delivered / on target at year end	Annual	Annual	NA	NA	NA	This is a new annual performance indicator. Data is expected in quarter 4



**Key to Terms and Symbols**

Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Key Findings for Quarter 1	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	☺	To be confirmed	<b>TBC</b>
No data available for the period	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	<b>NA</b>	Customer Service Centre	<b>CSC</b>
Data is provisional	*	West Midlands	<b>WM</b>

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of households living in temporary accommodation (Snapshot)	7	9	☹	7	3	There has been an increase in homeless applications as finding accommodation in the private sector has become more difficult, therefore the need to provide temporary accommodation has been significant. It is envisaged this is likely to increase further due to reforms to the Welfare system in particular.
Net additional homes provided	Annual	Annual	NA	171	124	This is an annual indicator and will be reported in quarter 4.
Average time taken to re-let local authority housing (days)	18.54	20.73	☹	22.92	19.55	Our performance has declined this quarter compared to the same period last year, however we are still within our target of 25 days. The allocation target is 5 days and we are currently performing at an average of 5.48 days. Performance in May affected the team's performance, however this was mainly due to the length of time it took to allocate one property which has affected the statistics disproportionately. Our repair target is 15 days and our average turnaround for this is 14.82 days.
Rent arrears as a percentage of rent roll	NA	2.84%	NA	3.57%	2.65%	This indicator was reported as an annual indicator in 2009/10 and 2010/11 and as such there is no comparative data available.
Voids loss expressed as a percentage of gross rent (annual)	Annual	Annual	NA	NA	NA	This is an annual indicator and will be reported in quarter 4.
Processing of major planning applications determined within 13 weeks	100.00%	50.00%	☹	100%	76.92%	1 major application determined out of time again this quarter, this has been the same outcome for the past 4 quarters now. Although due to the number of of major applications being received, the % has varied over the last 4 quarters.
Processing of minor planning applications determined within 8 weeks	100.00%	100.00%	☺	95.24%	100%	All minor applications determined within 8 weeks for the 5th quarter running.
Processing of other planning applications determined within 8 weeks	88.10%	100.00%	☺	98.16%	95.40%	All applications determined within the 8 weeks, improvement from last quarter and for the same period last year.
Number of vacant units in Town Centre (snapshot)	Annual	Annual	NA	NA	39	This is an annual indicator and will be reported in quarter 4.
Percentage of business centre units vacant	32.38%	32.38%	☺	NA	TBC	This is the same void rate as June 2010. We have a marketing campaign which will begin in August, so we would hope for a reduction in the void rate by quarter 3 this year.
Number of businesses provided with financial incentives (early evening economy)	NA	0	NA	NA	NA	This is a new performance indicator. The Town Centre Partnership are currently agreeing a scheme. It is anticipated that the grant will be available from September.
Number of businesses provided with grants or training: business start up programme	NA	0	NA	NA	NA	This is a new performance indicator. The business start up programme is due to be launched in September.
Number of businesses provided with grants or training: business booster grant	3	1	☹	NA	11	There has been a decline in demand for the business booster but we anticipate that Q2 will be better.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Jun 2010	1 Apr 2011 - 30 Jun 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of businesses provided with grants or training: manufacturers' grant	NA	0	NA	NA	NA	The launch of this grant is on hold pending decisions regarding the future of the Manufacturing Advisory Service (our delivery partner). It is anticipated that the grant will be available in the Autumn.

<b>Key to Terms and Symbols</b>			
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Key Findings for Quarter 1	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	☺	To be confirmed	<b>TBC</b>
No data available for the period	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	NA	Customer Service Centre	<b>CSC</b>
Data is provisional	*	West Midlands	<b>WM</b>



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**BENEFITS IMPROVEMENT PLAN – QUARTERLY MONITORING  
APRIL – JUNE 2011**

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	
Relevant Head of Service	Teresa Kristunas, Head of Finance & Resources
Wards Affected	All Wards
Ward Councillor Consulted	
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

To advise Members on the performance of the Benefits Service during the first quarter.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

- 1) subject to any comments, the report be noted; and**
- 2) Officers be requested to provide updates on transformation and future measures of the service to reflect new processes that are being implemented within the service.**

**3. KEY ISSUES**

Background

- 3.1 The Benefits Service developed an Improvement Plan following the Audit Commission inspection in February 2009 and to prepare for a re-inspection in January 2011. Regular reporting of Benefits performance to members and Senior Officers was recommended.

Claims Performance

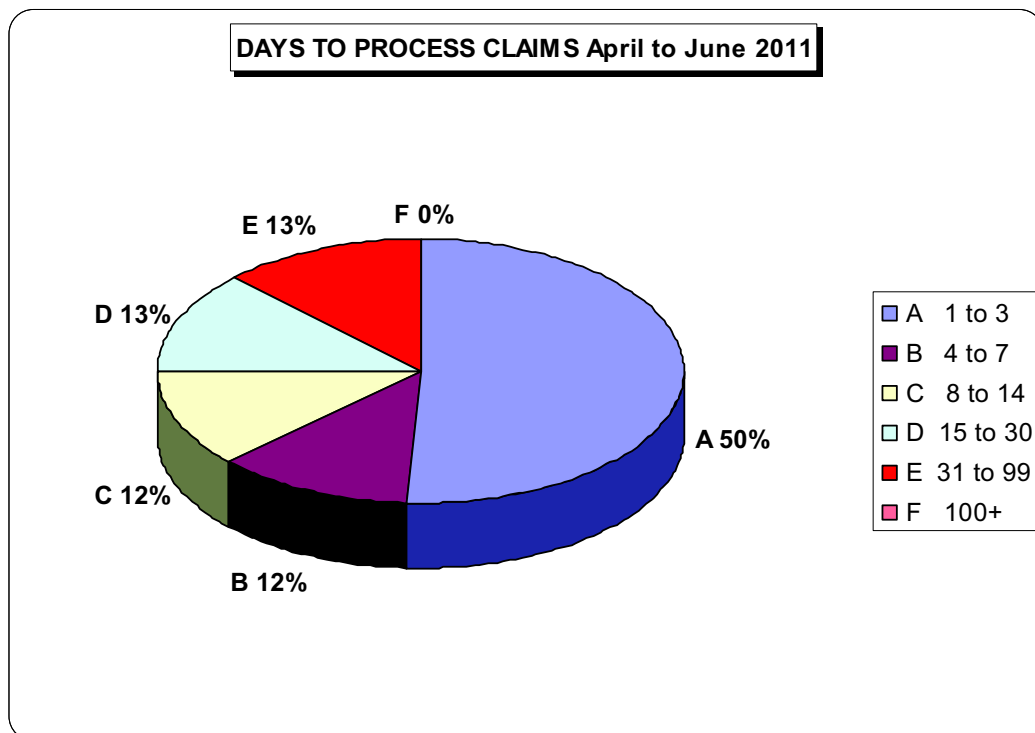
- 3.2 There is currently one National Indicator for the Benefits Service, NI181, which measures the average time taken to process new claims and change events for Housing Benefit and/or Council Tax Benefit claims. New service targets were set for 2011 and these are shown below along with performance during the first quarter.

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	Target	April	May	June	Quarter 1
<b>New Claims</b>					
<b>Average days</b>	<b>18</b>	17	18	20	18
<b>No. of claims</b>		354	412	484	1250
<b>Changes</b>					
<b>Average days</b>	<b>8</b>	8	10	9	9
<b>No. of claims</b>		1986	2040	2548	6574
<b>Combined</b>	<b>10</b>	9	11	11	10

- 3.3 An alternative way to view the time taken to process claims is to see how many claims were decided within a set number of days. As it can be seen in the chart below, in the first quarter 50% of claims (new and change events) were decided in three days or less.



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- 3.4 National data for the first quarter is not yet available but the table below shows local data (where available) for 2010/11.

<b>2010/11</b>	<b>Total</b>	<b>New Claims</b>	<b>Changes</b>
<b>England</b>	<b>12</b>	<b>22</b>	<b>10</b>
Bromsgrove	10	19	8
Malvern Hills	13	28	10
<b>Redditch</b>	<b>9</b>	<b>19</b>	<b>7</b>
Worcester	13	26	10
Wychavon	13	28	10
Wyre Forest	10	27	8
Cannock Chase	11	20	9
Lichfield	13	27	10
South Staffordshire	8	19	6
Stafford	10	23	8
Tamworth	12	22	10
North Warwickshire	8	20	6
Nuneaton and Bedworth	13	16	12
Rugby	10	21	8
Warwick	9	20	8
Cheltenham	5	18	3
Forest of Dean	8	14	7
Gloucester	11	21	9
Stroud	11	19	10

Source: DWP SHBE extracts

Caseload

- 3.5 The live caseload remained stable at around the 8100 mark, the same as the figure for the same period last year. However Redditch continues to experience significant numbers of customers reporting changes. The monthly Economic Summary for June 2011, compiled by Worcestershire County Council, shows that there were 1941 people unemployed in Redditch, 4.9% of the working age population. There were 615 vacancies in Redditch at the same point meaning there are just over 3 people unemployed for every vacancy. The highest rates of unemployment are Batchley and Brockhill (7.95), Central (7.6%) and Abbey (6.6%) compared to a County wide average of 3.8% of the working population. Across Worcestershire the number unemployed was reported as 10,467 and there were 3237 reported vacancies.

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Income Maximisation

- 3.6 The Income Maximisation Officers have continued their good work meeting with partner and voluntary organisations to jointly promote welfare benefits and reduce fuel poverty. During the quarter assistance was provided to 42 local people, mostly pensioners, with the following outcomes.

4	Disability Living Allowance Care awards
5	Council Tax Benefit claims
3	Disability Living Allowance Mobility awards
3	Attendance Allowance awards
3	Housing Benefit claims
6	Other Benefits

- 3.7 These new awards came to £898 per week and if they remain in payment for twelve months will total £46,658 in additional income for the recipients.
- 3.8 The Income Maximisation Officer has also awarded Discretionary Housing Payments to help maintain tenancies and it is anticipated that that this area of work will grow as the reductions in Housing Benefit introduced from April 2011 onwards begin to be noticed.

Overpayment recovery

- 3.9 The amount of outstanding overpaid Housing Benefit at the beginning of the quarter was £1,272,373. A further £173,260 in overpaid Housing Benefit was identified in the quarter and £138,847 was recovered, which is just over 80% of the debt identified in the quarter and 9.6% of the total debt. £77,099 was recovered through weekly deductions from ongoing Housing Benefit and £61,749 recovered via debtors.
- 3.10 The service also monitors that the level of overpayments caused by Local Authority error or delay remains below the threshold to allow a 100% subsidy grant from the Department of Work and Pensions. Only £56,510 or 0.16% of qualifying expenditure has been attributed to Local Authority error or delay. This would enable 100% subsidy to be paid, subject to an external audit.
- 3.11 Local Authorities receive a grant to cover all overpayments attributed to Local Authority delay or error as long as the total does not exceed 0.48% of qualifying expenditure (qualifying expenditure in this case being expenditure which attracts 100% subsidy).

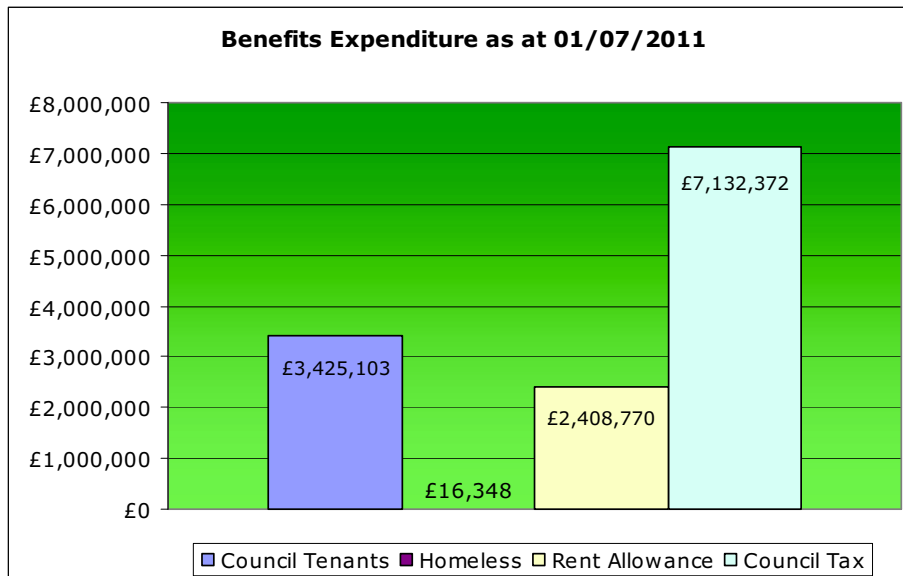


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Expenditure

- 3.12 Total expenditure in the first quarter on Benefit payments increased to £12,982,593. Expenditure in 2009/10 for the same period was £12,584,247, increased Council Tenant expenditure accounted for £400,000 of this increase while there was a decrease in Council Tax Benefit expenditure.

Appeals

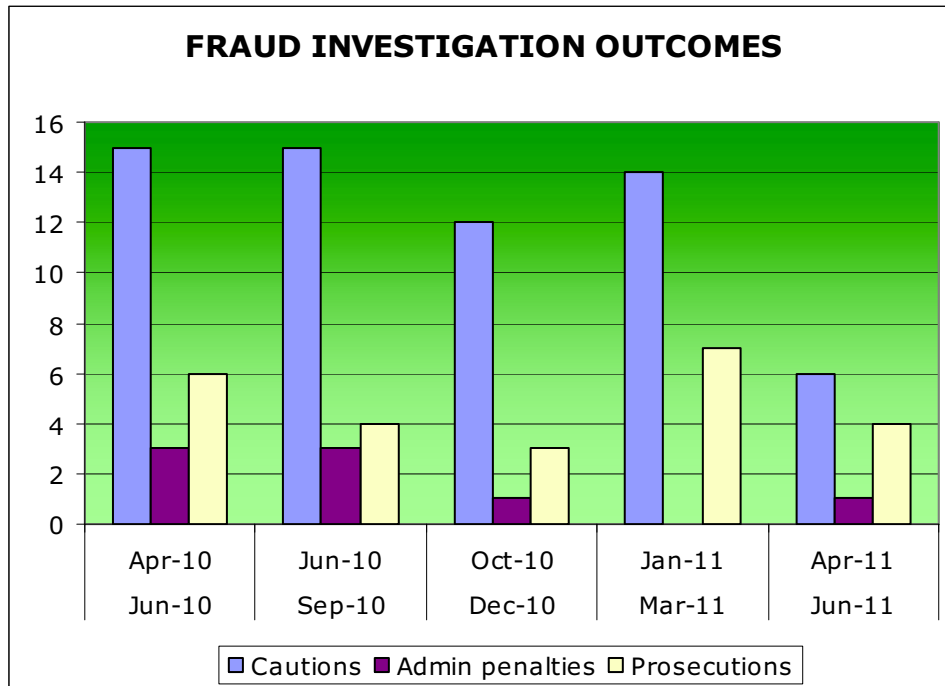
- 3.13 During the quarter 14 decisions were challenged through the appeals process, 4 of these decisions were revised in the customers favour and 4 cases were heard by the independent tribunal service which upheld the original decision. These cases were two challenges to Living together decisions, one non-commercial rent dispute and 1 challenge regarding an overpayment. All the appeals had an initial response within 15 days.

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Counter Fraud work

- 3.14 In the quarter, 286 cases were reported where fraud was suspected, 68 from the public, 113 from data matching and 105 from official sources. Following further enquiries 6 Cautions and 1 Administrative Penalty were issued and 4 cases were successfully prosecuted. The table below shows the results of the Investigation teams work.



- 3.15 During the quarter £34,230 in overpaid Housing Benefit and £7,637 in overpaid Council Tax Benefit was identified following fraud related activity. The two areas with the highest impact investigated were failure to declare work and living together as husband and wife cases. During the quarter 199 home visits were undertaken to establish that the correct level of Benefit was being paid. The visits resulted in 61% of the claims staying the same, 9% increasing and 30% decreasing.

**Financial Implications**

- 3.16 There are no specific financial implications.

**Legal Implications**

- 3.17 There are no specific legal implications.

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### **Service/Operational Implications**

- 3.18 Enterprising a safe community and well managed organisation

### **Customer / Equalities and Diversity Implications**

- 3.19 There are no specific implications.

## **4. RISK MANAGEMENT**

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

## **5. APPENDICES**

There are no appendices.

## **6. BACKGROUND PAPERS**

Audit Commission re-inspection report.

## **AUTHOR OF REPORT**

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**EXECUTIVE  
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**BUDGET MONITORING –APRIL – JUNE 2011**

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	All Wards
Ward Councillor Consulted	
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

The report provides the Executive Committee with an overview of the General Fund Budget including the achievement of approved savings for the period April – June 2011.

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

- 1) subject to any comments, the report be noted; and**
- 2) Officers be requested to show the budgets at service level and reflect variations against the service budgets in future reports.**

**3. KEY ISSUES**

**Financial Implications**

- 3.1 As Members are aware, the Central Government funding of Local Government is becoming more limited over the current year and future years. It is therefore important to monitor the financial position of the Council on a regular basis to ensure Officers and Members can take any necessary action on areas of expenditure or income that may result in further pressures having to be addressed in the future.
- 3.2 The Council set its budget for 2011/12 in February 2011. The net position of £11.250m included savings of £1.211m to be realised during this period. Savings included those realised from the sharing of services with Bromsgrove District Council £577k and savings from efficiencies and vacant posts £350k.
- 3.3 Service Managers receive monthly reports to consider the financial position on their operational areas and meet regularly with Finance

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Officers to discuss actions that may be required to address any overspends.

- 3.4 In using the period April – June 2011 (Quarter 1) it is estimated that the year end financial position will result in an overall under spend for the Councils General Fund services of £173k. Appendix 1 details the material variances for this estimated under spend which include;
- a) Savings on Business Rate (NNDR) valuations and extension to implementation of small business rate relief - £97k.
  - b) Grant income received from the County Council in relation to waste management funding arrangement - £100k (relates to 2010/11 & 2011/12).
  - c) Savings from vacant posts - £21k.
- 3.6 The under spend relating to vacant posts is based on the first quarter. If posts remain vacant further savings will be realised.
- 3.7 Included in Appendix 1 is the projected position for the Housing Revenue Account of £56k, mainly as a result of staffing vacancies.
- 3.8 A review of any variances to the anticipated levels of expenditure and income is undertaken each month. This enables Service Managers to address any areas of concern by putting actions in place to mitigate any overspends over the future months.
- 3.9 The quarterly monitoring reports will reflect changes in the anticipated financial position and actions in place to address concerns.

**Legal Implications**

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

**Service/Operational Implications**

- 3.11 These are included within the Financial Implications.

**Customer / Equalities and Diversity Implications**

- 3.12 There are no specific implications.

## **EXECUTIVE COMMITTEE**

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### **4. RISK MANAGEMENT**

- 4.1 Without adequate budget monitoring procedures, the Council will not achieve its objectives. The Council needs to monitor its financial performance in order that corrective action may be taken to minimise risks to the organisation.
- 4.2 There is also a risk that the Council will overspend its budget if action is not taken to monitor the delivery of planned savings during the year.

### **5. APPENDICES**

Appendix 1 - Explanations for projected variances.

### **6. BACKGROUND PAPERS**

These are available from Financial Services.

### **AUTHOR OF REPORT**

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**Executive****Appendix 1**

Committee

13<sup>th</sup> September 2011**Budget Monitoring Apr – June 2011****Explanations for projected outturn and April – June variances****GENERAL FUND SERVICES****Executive Director of Finance & Resource****Head of Finance & Resources**

<b>Description</b>		<b>Variance £</b>	<b>Explanation</b>
Administrative Buildings		(24,369)	The NNDR has been re-calculated for the Town Hall resulting in the saving shown.
Community Related Assets		(44,696)	£19k budget for Arrow Valley Social Club NNDR is no longer required as the premises have been demolished. The remaining NNDR savings are due to the small business rate relief being extended to 30 <sup>th</sup> September 2012.
<b>Total</b>	<b>Finance &amp; Resources</b>	<b>(69,065)</b>	

**Executive Director of Planning & Regeneration, Regulatory & Housing Services****Head of Planning & Regeneration**

<b>Description</b>		<b>Variance £</b>	<b>Explanation</b>
Planning Services		(20,985)	Qtr year savings due to vacant posts
Business Centres		(12,690)	There will be NNDR savings due to the Small Business Rate Relief being extended to 30th September 2012.
<b>Total</b>	<b>Planning &amp; Regeneration &amp; Regulatory</b>	<b>(33,675)</b>	

# Executive Committee

# Appendix 1

13<sup>th</sup> September 2011

## Executive Director of Leisure, Environment & Community Services

### Head of Environmental Services

Description	Variance £	Explanation
Refuse Misc	(101,387)	Waste funding agreement from County Council – amount relates to 2 years. Approx. £50k will be ongoing.
Pay and Display Car Parks	10,000	Officers are to undertake a review of pay and display provision due to the continued low level of usage. Income levels remain low. Budget has been reduced.

### Head of Leisure and Cultural Services

Description	Variance £	Explanation
Reddicard	15,000	Efficiency savings of £30,000 will not be achieved – the shortfall is projected to be between £10k to £15k
Golf Course	14,927	The under achievement on income is projected to be £36,530. (Please see briefing note at end of Appendix 1). There will be a saving on the NNDR account of £21,603 for this financial year due to a re-evaluation and previous year credits. The variance shows the net estimated position at the end of the year.
Arrow Valley Countryside Centre	(15,000)	The responsibility for paying NNDR has now been transferred to the new contractor for the facility
Grazing Project	5,750	Officers are continuing to review the lease and financial arrangements with the aim to agree a final position and will report to members once this is confirmed.
<b>Total</b>	<b>(70,710)</b>	
	<b>Leisure, Environment &amp; Community</b>	

<b>TOTAL GENERAL FUND</b>	<b>(173,450)</b>	
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**Executive****Appendix 1**

Committee

13<sup>th</sup> September 2011**HOUSING REVENUE ACCOUNT****Head of Housing**

<b>Description</b>	<b>Variance £</b>	<b>Explanation</b>
Housing Capital	(29,762)	Vacant post – post will be deleted in 2011/12
Home Support Service	(20,559)	Vacant posts from 1/4/2011 – pending current review of service. This is the 1 <sup>st</sup> quarter year saving.
Tenant Participation	(5,700)	Saving due to a part time TP Officer post vacancy in the first quarter of year.
<b>TOTAL HOUSING</b>	<b>(56,021)</b>	

# Executive Committee

# Appendix 1

13<sup>th</sup> September 2011

## BRIEFING NOTE

**Pitcheroak Golf Course** - Hereford & Worcestershire Golf Partnership

### Introduction

In the Partnerships first full year of operation, during 2009/10, the income compared with 2008/09 increased by 11%. Additionally there have been some significant efficiency savings made on the Landscape re-charge which has been achieved by the H&WGP identifying improved ways of working. The value of this savings is up to the value of £25K, which has resulted in a re-allocation of budget into Parks and Open Spaces to resource priority works.

The H&WGP has proved extremely successful in significantly increasing usage base in particular targeting a diverse group of core participants which is refreshingly different to the National Trend in relation to Golf participation (Active England Survey is predicting a year on year decline in golf participation up to 2013).

### Achievements – 2009-11

#### **Junior Development.**

- 1,000 hours coaching has been delivered to Redditch Borough Schools over the past 2 years. Previously it was under 100 hours per year.
- Pitcheroak was accredited with the Club Mark award 2011.
- Golf Foundation Pessyp grant awarded £1,000 (School coaching)
- Sport England Small Grant awarded £8,500 (Junior Player Pathway)
- Sport Unlimited grant awarded £2,000 (16+) 2011, £1,500 2009/10
- EGU grant awarded £1,100 (Coaching - recruitment & retention)
- Junior membership from 1 (2009) to current level 35 (2011)
- Junior membership as % of total members at Pitcheroak is 13.5%, compared with Worcs county 8% and Nationally at 9%
- Elite; 1 county girl and 3 county boys (participating in County Championship)

#### **Membership Development**

- Current membership is 260 from 70 in 2009
- 60% of players are under 40 at Pitcheroak, compared to approx national average of 25%
- Attracted over 150 Under 25 year olds into golf at Pitcheroak
- Awarded £11,000 from Sport England/England Golf for U25 development over 3 years

#### **Course Developments**

- Given Free Course design advice and consultancy via the EGU Course Director to make substantial improvements to Pitcheroak course via CGP (at no cost to RBC)

# Executive Committee

# Appendix 1

13<sup>th</sup> September 2011

- following on from the above held 2 Midland County events 2010 and 2011 (for First time in courses history).

## Future Provision

The HWGP SLA will be extended from 1<sup>st</sup> October 2011 for a period of 3 years. The SLA will look to build on the excellent work that the partnership has achieved over the last 2 years.

The partnership will continue to target new members, in particular juniors under 25's and females. They will also be given additional accountability to liaise with the new caterer and landscape team to improve course and catering standards to improve the overall offer.

## Income

There has been a shortfall in income for 2010/11. This was due to an income target of £117,200, which was a unrealistic figure and extremely ambitious, given the previous income record and the recent financial climate

The course has also experienced more closures in 2010/11 due to an exceptionally poor spell of bad weather in November, December and January resulting in 23 days lost due to snow.

Year	2007/08	2008/9	2009/10	2010/11	2011/12
<b>Green Fee Income Target</b>	85,000	74,938 (1/2 yr revised down)	109,480	117,200	121,030
<b>Achieved Income</b>	75,931	74,938	83,368	83,214	85,000 (predicted)

## In order to address this issue the following will be included within the SLA agreement;

- Procurement of a new caterer to improve standards of catering to hopefully attract new people to the courses
- Joint Marketing approach with the Caterer to encourage usage of the course and club house
- The HWGP will promote the facilities to local business/ golf societies in order to get more golf days thus improving revenue on the course
- Support from the Council's Business Development Team to improve Marketing and Sponsorship opportunities
- Support from the Council's Sports Development Team, Club Coach & Development Officer in order to support the club to attract new members to the course, improve schools to club links, and establish opportunities for funding bids.



**EXECUTIVE  
COMMITTEE**Date: 13<sup>th</sup> September 2011**MAKING EXPERIENCES COUNT - QUARTERLY CUSTOMER SERVICE  
REPORT**

Relevant Portfolio Holder	Cllr Michael Braley – Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

This report provides Members with some key information in respect of customer service, including an update on progress against the Every Customer Every Time customer experience strategy and customer feedback data for the first quarter of 2011/12.

**2. RECOMMENDATIONS**

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

**the update for the period 1<sup>st</sup> April 2011 – 30<sup>th</sup> June 2011 be noted.**

**3. KEY ISSUES**

- 3.1 The report, attached at Appendix 1, sets out transaction volumes and information against our measures within the Customer Service centres. These are to be used for information and are not targets. The report also sets out volumes of customer feedback, including Local Government Ombudsman complaints and information on how well we have handled these against our agreed timescales. There is no targets in respect of numbers of complaints and compliments as enforcing targets can lead to complaints not being recorded and compliments being solicited in order to meet targets which are have little meaning. Instead we will focus on learning from the feedback we receive.

**Financial Implications**

- 3.2 There are no direct financial implications.

**Legal Implications**

- 3.2 There are no specific legal issues arising from this report. Any legal issues arising from complaints are dealt with on a case by case basis.

**EXECUTIVE  
COMMITTEE**Date: 13<sup>th</sup> September 2011**Service/Operational Implications**

- 3.4 The Every Customer Every Time Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer service provision and improve the customer experience when having contact with the Council.
- 3.5 Quarterly reporting is intended to ensure Members are aware of progress and updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.6 Good customer service improves value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

**Customer / Equalities and Diversity Implications**

- 3.7 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints, act on the issues raised and report on them. Customer feedback is a valuable tool for understanding what is going well, and what not so well, within the organisation.
- 3.8 Measures (rather than targets) provide us with useful information about what is happening in our organisation and help us to understand where changes may impact.
- 3.9 Although led by the Head of Customer Services, the customer experience strategy applies to all services and progress against the action plan involves offices from many services working together to the benefit of customers.

**4. RISK MANAGEMENT**

- 4.1 It is important to analyse the Council's complaints or compliments and for the Council to identify whether there are any trends which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer. The Customer Service Centre data is important for monitoring service delivery and identifying areas for change or improvement.
- 4.2 Failure to monitor actions in respect of the customer experience strategy could result in failure to progress.



**EXECUTIVE  
COMMITTEE**

Date: 13<sup>th</sup> September 2011

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5. **APPENDICES**

Appendix 1 - **Making Experiences Count, Quarterly Customer Service Report**

6. **BACKGROUND PAPERS**

The details to support the information provided within this report are held by Head of Customer Services

**AUTHOR OF REPORT**

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**EVERY CUSTOMER, EVERY TIME -  
“Everybody Matters”**

**Making Experiences Count  
Quarterly Customer Service Report**

**REDDITCH**

**1<sup>st</sup> April 2011 – 30<sup>th</sup> June 2011**



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

## Introduction

This report aims to provide Members with some of the key customer service information for the organisation, including:-

- analysis of the complaints and compliments received during this quarter and any other relevant feedback;
- Customer Service Centre management information, including transactional statistics;
- customer satisfaction;
- progress highlights in respect of the Customer Experience Strategy;
- Hub Update; and
- Voice of the Customer – the big issues for customer this quarter.

## Customer Feedback Analysis

### Compliment and Complaints Received

The figures show the expected increase in recorded complaints as we have been working with staff to improve the understanding for the need to record complaints and have introduced computer software to enable this to be achieved more easily. Complaints are a vital form of feedback to enable us to better understand what is not working well in our organisation and will be an important measure for services as part of the transformation programme.

The following table sets out the numbers of complaints and compliments received during the first quarter of 2011/12

Dept	Compliments	Complaints	Complaint target met	Complaint Justified	Complaint not justified
Business Transformation	0	1	1	0	1
Community Services	0	6	3	1	5
Customer Services	6	3	3	2	1
Environmental Services	15	13	10	5	8
Housing	17	18	12	9	8 (1 still open)
Legal and Democratic Services	2	1	0	1	0
Leisure and Culture	0	3	Still open	0	0
Planning and Regeneration	1	6	3	2	4
Resources	2	5	3	3	2
<b>Totals</b>	<b>43</b>	<b>56</b>	<b>35</b>	<b>23</b>	<b>29</b>

These compare with the following statistics from last year:

	Total complaints	Dealt with in target time	Justified
All 2010/11	80	65	20
Q4 2010/11	22	17	6

### What did we learn from the Complaints received?

The majority of complaints received this quarter had several factors in common which were:

- not keeping the customer informed;
- not returning their calls for information;
- delays to services; and
- not listening to customer concerns.

These are all issues that we are addressing with staff by customer service training and the introduction of customer care guidance for all staff which will be monitored by managers through personal development reviews. These are also issues that will be addressed through the transformation process which is also a key part of our drive towards total customer driven services.

### Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days. 63% were dealt with within that timeframe. This figure rises to 73% when we take account of user error on the system. Where it has taken us longer to respond than expected customers were informed that there would be a delay in all case.

This is a drop compared with last year when we dealt with 81% of complaints within the timescale, but this may be because we are ensuring that customers get a fuller, better quality response to their complaints in the first instance. We will be working to improve on our response rate.

Complaints Received	Number handled within target	1-2 days after target	3- 10 days after target	11- 21 After target
56	35	6	8	2
Reason		This is mainly due to users not entering the correct date when closing the case on the system.	Complex and varied investigations	Complex investigations (Housing/Anti Social Behaviour)

### Details of justified complaints and actions taken

It is important that we understand the scope of complaints received and what action was taken to address the issue. The following table provides some detail on each justified complaint.

Service	Nature of Complaint	Action Taken/Improvement Action
Housing Strategy/ Private Sector	Near derelict state of private landlord accommodation	Apology given. Officers have inspected the property and provided the landlord with a schedule of works to be completed and will monitor the situation
OSS	Customer wanted a private interview at OSS but this did not happen	Apology given and staff have been provided with guidance on how to arrange private interviews
OSS	Customer handed in Direct Debit details for Council Tax at main reception which was mislaid and had to be completed again	Discussed the issue directly with customer and apology given. Customer pleased with quick response and satisfied that proper processes are in place.
Waste	Grey bin being repeatedly missed for collection	Apology given and assisted collection agreed with customer. Collection will be monitored.
Waste	Customer only receives refuse sacks when he requests them and call not returned about this.	Apology given about returning call and refuse sack process explained.
Waste	Replacement Grey bin – time taken to receive and amount of calls made to sort matter	Bin delivered and apology given.
Waste	Repeated missed bins	Apology given although records show only 2 missed collections this year. New communal collection point being put in place to rectify.
Street Cleaning	Slabs outside house damaged by cleaning vehicle	Apology given and arrangements made with WCC to replace slabs. Staff advised about using heavy vehicles on slabbed areas.
Housing	Non maintenance of council land and state of tenant's garden.	Investigations into ownership of land taking place and neighbour has been contacted and tenancy conditions regarding the garden will be enforced.
Housing	Customer spent a lot of money on new kitchen only to be informed that Council will be replacing it later this year.	Apology given and staff guidance given about providing information at sign up tenancy stage. Replacement of bathroom agreed as goodwill gesture.
Housing	Delay to repair to wall and wall ceiling despite numerous requests	Apology given as this repair should have taken place when flue was replaced. Arrangements made for repair. Staff reminded to check all requests before sign off.

Housing	No response to request for maintenance repair	Discussed with customer. Apology given and arrangements for repair made. Situation with contractors will be monitored.
Housing	Repair to water damaged flat and compensation	Supervisor to inspect and arrange for work to be completed
Housing	Repairs to damp flat and non response to calls	Supervisor will ensure that work schedule is arranged to cover all repairs and will keep customer updated.
Housing	Repairs to lighting on stairs and non response to calls	Apology given and contractors reminded to keep customers updated about any delays to repairs.
Housing	Ongoing issues about housing repairs and rent arrears	Repairs made good and rent agreement discussed with customer.
Housing	Repeated delays to replacement of fencing.	Fencing replaced, apology to customer and team responsible reminded to check/review schedule of works
Legal Services	Dispute about land with purchase of ex RBC property and non return of calls.	Apology given and process will be rectified to ensure that title searches are made to indentify such issues.
Development Plans	Unlicensed riding school and access to complaint website	Discussed with customer and officers asked to keep complainants updated.
Development Plans	Event taking place around war memorial	Discussed with customer and explanation given.
Benefits	Delay to claim and information not received/ verified.	Apology given. Change will be made to process to ensure that evidence requirements are listed in initial contact correspondence and direct contact is made with customer to discuss.
Benefits	Letter from Bailiff although she has lived in Hull for 20 years.	Apology given and staff reminded that single billing indicators should be used in these instances.
Benefits	Confirmation of Direct Debit details sent to wrong address	Apology given and changes to process being looked at.

### **“You said – we listened” – what did we change as a result of complaints?**

**Benefits** - Several changes are being made to the claims process to make it easier to produce evidence and to keep direct debit details secure

**Housing** - are monitoring contractors to make sure they return customer calls and keep them updated about repairs.

### **Number of complaint escalated to Head of Customer Services**

There were no complaints escalated to the Head of Customer Services, for further investigation or action.

### What did we learn from the compliments received?

From the range of compliments received it is apparent that customers appreciate when we take the time to listen to their concerns and take prompt action. Here are some of the compliments we have received.

Team	Compliment from Customer
<b>Customer Service Centre</b>	Reception staff are always very helpful and smiling. Keep doing things this way.
	Advisor who answered my call was lovely and calmed me down. She went the extra mile to call me back with the information I needed.
<b>Housing</b>	The Housing Officer was very professional with a very pleasant attitude
	Great job done on the repair to my roof.
	The Housing Officer was the nicest and most helpful person I have ever met
	I have been through a very traumatic time and I could not have coped without the help of your home support officer – she was fantastic
<b>Landscaping</b>	Highways that have been mowed look fantastic- thank you!
	Men that cut the hedge were very nice and did a great job.
<b>Waste Teams</b>	Excellent prompt service
	Waste Enforcement dealt with our rubbish issues very quickly- thank you.
<b>Street Cleaning</b>	Excellent level of cleanliness at bus station – thanks to team.
	Thank you for the excellent job in sweeping and cleaning the footpaths
<b>Legal and Dem Services</b>	Thanks for the Overview and Scrutiny training- it really helped with our understanding of this group

### Local Government Ombudsman Complaints

There were no LGO complaints received during this period.

### Customer Service Centre Information

The section aims to give members useful information in respect of the service provided at the Customer Service Centre (CSC). The CSC deals with the vast majority of customer enquiries made face to face, and the telephone enquiries for many of the key frontline service. They also deal with email enquiries.

The purpose of the Customer Services team is **to help resolve customer's problems or requests**. We use measures rather than targets to assess what is happening in the service and here are some of the headlines.



### Customer numbers

In the quarter 1<sup>st</sup> April 2011 – 30<sup>th</sup> June 2011 the CSC helped the following number of customers:

Face to face enquiries	21,451
Telephone enquiries	19,333
Email enquiries	725
Payments	32,454
<b>Total customer contacts</b>	<b>73,963</b>

### Waiting Times

Our average waiting times for seeing or speaking to a member of staff who could help the customer were:

Face to Face	33 seconds
Telephones	1 minute 30 seconds
Email	We always respond to emails within 1 working day of receipt.

### Failure and Value demand

Failure demand is customer contact that is a result of the organisation not doing something, or not doing something right.

For the purposes of transformation it is necessary to establish the rate of failure demand within a service. As the CSC deals with customer demand for a range of services we record failure demand across those services, so this is not a true picture of failure demand for the CSC.

During the 1<sup>st</sup> quarter of 2011/12 the CSC recorded an average of 39.9% failure demand.

### Cost of service

The average transactions costs based on the total cost of the service for 2010/11 were:

Face to Face	Telephones	Payments
£2.80	£3.29	£0.98

### Customer Satisfaction

During this quarter we asked **38%** of customers how happy they were with the service provided at the Customer Service Centre's.

**99%** of face to face customers were satisfied with the service they received.

**99%** of telephone customers were satisfied with the service.

## Strategy Action Plan Progress

We have been progressing with work to meet the aims set out in the Every Customer, Every Time Customer Experience Strategy.

This quarter's headlines are.....



Successfully launched the Every Customer Every Time with staff via Staff and Management Forums, and to the public.



Launched staff guidance handbook.



Launched a revised customer feedback policy.



Installed and implemented i-case computer system to enable us to record and report more effectively on complaints and other feedback.



Introduced a Customer Focus group, with representatives from service across both Bromsgrove and Redditch Council's working together to identify and develop improvements to the customer experience.



Developed customer care training to be delivered to all staff in July/September.



Commenced transformation review in Revenues and Benefits service, lead by revenues and benefits managers and staff and supported by customer service staff.

## Hub Partnership Update

We continue to work with colleagues across Worcestershire through the Hub Partnership. There are no major developments or events to report this quarter.

## Voice of the Customer



The big issues impacting on customers and the customer service provision this quarter were:-

1. **Council Tax main billing and the commencement of the new payment cycle from the 1<sup>st</sup> April.** This was successfully managed by all concerned and although there was a small peak in calls to the CSC regarding the information sent out, the impact on customer services was negligible.
2. **Changes in Benefit legislation with effect from the 1<sup>st</sup> April (Changes to Non Dependent deductions and Local Housing Allowances).** Customers potentially affected by this were sent information by the Benefits team. The response from customers was again small indicating that these changes were managed in way that customers understood and found acceptable.
3. **Elections 2011** – The CSC provided support to the elections team leading up to and during the local and national elections held at the beginning of May. This went extremely well with customer services working extremely closely with the elections team to provide a high standard of service to customers during this high profile event.
4. **The roll out of the Benefits and Revenues transformation project.** This is going well and customers are already beginning to recognise the improved service this form of delivery can offer.
5. **Changes to customer service deliver - have** significantly reduced waiting times for face to face customers down from an average of 48 minutes to around 12 minutes. These changes have resulted in customer all waiting in the main foyer area before being seen and at times this area becomes crowded, but having canvassed customers and monitored the working practices customers are less likely have to wait in two queues as they did previously and generally receive service from the first point of contact. Changes to the way we deliver service will be on going as we move through transformation and we are constantly reviewing and monitoring our approach to ensure it meets customer's needs. Changing the way we use resources has also improved telephone answering times.



**EXECUTIVE  
COMMITTEE**

13th September 2011

**QUARTERLY MONITORING OF WRITE OFFS – 1ST APRIL – 30TH JUNE  
2011**

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	All Wards
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

Members are requested to consider the action taken by Officers with respect to the write off of debts during the first quarter of 2011/12 and to note the profile of outstanding debt.

**2. RECOMMENDATIONS**

**2.1 The Executive is requested to RESOLVE that:**

**Subject to any comments, the contents of the report be noted.**

**3. KEY ISSUES**

3.1 During the last financial year members approved a revised Write Off Policy which changed the process for the reporting and approval process for the writing off of debts due to the Council. The revised Policy requires Officers to report to members of the actual level of write offs and the profile of outstanding debt.

3.2 The current bad debts provisions are as follows:

	£
Council Tax	265,000
Housing Revenue Account	701,000
Benefits	244,100
Sundry Debtors	<u>110,900</u>
Total	<u>1,321,000</u>

**Financial Implications**

3.3 The current bad debt provisions are adequate in relation to level of write offs and the level of outstanding debt.

## **EXECUTIVE COMMITTEE**

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### **Legal Implications**

3.4 There are no legal implications.

### **Service/Operational Implications**

3.5 There are no direct implications.

### **Customer / Equalities and Diversity Implications**

3.6 There are no direct implications.

## **4. RISK MANAGEMENT**

There are no risks identified.

## **5. APPENDICES**

Appendix 1 - Write offs 1st April 2011 – 30th June 2011.  
Appendix 2 Aged Debt Profile for Sundry Debts and Former  
Tenant Arrears.

## **6. BACKGROUND PAPERS**

There are no background papers with this report.

## **AUTHOR OF REPORT**

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**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****Appendix 1**

13th September 2011

**Write Offs of Council Tax and Non-Domestic Rates  
1st April – 30th June 2011**

<b>Council Tax Period</b>		<b>01/04/11 - 30/06/11</b>
CT – 01	Gone away	2606.22
CT – 02	Deceased no funds in estate	0.00
CT – 03	Bankruptcy	8414.82
CT – 04	Statue Barred	0.00
CT – 05	Remitted by Court	0.00
CT – 06	Uneconomical to pursue	1720.73
CT – 07	Committal Sentence	0.00
CT – 08	Admin Order/IVA	436.20
CT – 09	Automatic w/o +/-1p	-0.01
CT – 10	Balance under £5.00	-16.81
CT – 11	Other	275.98
CT – 12	Credits - unable to refund	-9092.82
Total		4344.31

<b>NDR Period</b>		<b>01/04/11 – 30/06/11</b>
NDR – 01	Gone away	318.04
NDR – 02	Encon	0.00
NDR – 03	Liquidation/Winding up	72781.44
NDR – 04	Statue Barred	0.00
NDR – 05	Remitted by Court	0.00
NDR – 06	Uneconomical to pursue	0.00
NDR – 07	CVA	0.00
NDR – 08	Discretionary/Hardship	0.00
NDR – 09	Automatic w/o +/-1p	0.00
NDR – 10	Ratepayer deceased	0.00
NDR – 11	Credits – unable to refund	-398.40
Total		72701.08

**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****Appendix 1**

13th September 2011

**Write Offs of Sundry Debts and Former Tenant Arrears (HRA)**  
**1st April – 30th June 2011**

<b>Sundry Debts Period</b>		<b>01/04/11 - 30/06/11</b>
SDR – 01	Gone away	14146.15
SDR – 02	Encon	0.00
SDR – 03	Liquidation/Bankrupt	2846.98
SDR – 04	Statue Barred	0.00
SDR – 05	Remitted by Court	0.00
SDR – 06	Uneconomical to pursue	26137.43
SDR – 07	CVA	0.00
SDR – 08	Discretionary/Hardship	0.00
SDR – 09	Automatic w/o +1/-1p	0.00
SDR – 10	Ratepayer deceased	2373.69
SDR – 11	Credits - unable to refund	0.00
	Total	45504.25

<b>Former Tenant Arrears Period</b>		<b>01/04/11 - 30/06/11</b>
FTA – 01	Gone away	9353.69
FTA – 02	Encon	0.00
FTA – 03	Liquidation/Bankrupt	2935.24
FTA – 04	Statue Barred	0.00
FTA – 05	Remitted by Court	0.00
FTA – 06	Uneconomical to pursue	47964.77
FTA – 07	CVA	0.00
FTA – 08	Discretionary/Hardship	0.00
FTA – 09	Automatic w/o +1/-1p	0.00
FTA – 10	Ratepayer deceased	5321.36
FTA – 11	Credits - unable to refund	0.00
	Total	65575.06



**REDDITCH BOROUGH COUNCIL****EXECUTIVE  
COMMITTEE****Appendix 2**

13th September 2011

**Aged Debt profiles for Sundry Debts and Former Tenant Arrears  
- 1st April 2011 to 30th June 2011**

<b>Age</b>	<b>Sundry Debts</b>	<b>Former Tenant Arrears</b>
	<b>£</b>	<b>£</b>
0 - 3 months	1,019,335.44	27,630.28
3 - 6 months	185,549.60	40,650.00
6 - 12 months	190,382.36	64,180.44
12 - 24 months	273,882.01	75,621.58
24 months and over	716,272.09	217,651.53

**Council Tax Arrears by year as at 30 June 2011**

<b>Council Tax</b>	
Year	Arrears Total as at 30/06/11
1993/94	-554.18
1994/95	-584.15
1995/96	-583.16
1996/97	478.22
1997/98	1,288.61
1998/99	4,043.56
1999/00	9,532.03
2000/01	16,892.56
2001/02	30,890.89
2002/03	39,912.93
2003/04	52,908.43
2004/05	101,836.13
2005/06	130,994.19
2006/07	192,867.91
2007/08	246,410.87
2008/09	298,740.69
2009/10	361,347.16
2010/11	645,839.86
2011/12	24,745,372.36





# Overview and Scrutiny Committee

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Tuesday, 16th August, 2011

## MINUTES

### Present:

Councillor Phil Mould (Chair), Councillor Mark Shurmer (Vice-Chair) and Councillors Peter Anderson, Andrew Brazier, Andrew Fry, Bill Hartnett, Gay Hopkins and Alan Mason.

### Also Present:

Mrs T Buckley and Mr R Colebrook (Co-opted representatives from UNISON).

### Officers:

H Arnold, H Bennett, J Bough and E Cartwright

### Committee Services Officer:

J Bayley and M Craggs

## 56. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Simon Chalk and Luke Stephens.

## 57. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

## 58. MINUTES

### RESOLVED that

**the minutes of the meeting of the Committee held on 26th July 2011 be confirmed as a correct record and signed by the Chair.**

## 59. ACTIONS LIST

The Committee considered the latest version of the Committee's Actions List.

.....  
Chair

# Overview and Scrutiny

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Members noted that as requested further information about Operations Magenta and Wizard had been received since the previous meeting of the Committee. However, whilst information had been due to be received by the 12th August, regarding the financial position of Pitcheroak Golf Course, Members noted that they had not yet received any information.

**RESOLVED that**

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

**60. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE FORWARD PLAN**

No items were identified from the Executive Committee's minutes from 2nd August as suitable for further scrutiny and no items were selected from the Forward Plan as suitable for pre-scrutiny.

**RESOLVED that**

**the minutes of the meeting of the Executive Committee meeting on 2nd August 2011 be noted.**

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

There were no draft scoping documents.

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

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

a) Facilities for Disabled People – Chair, Councillor Alan Mason

Members were advised that the final membership of the group had not yet been confirmed. However, the Chair had already undertaken some independent research, which had included identifying examples of similar reviews that had been completed by other local authorities. The research findings would be shared with the rest of the group following the launch of the review.

b) Promoting Sporting Participation – Chair, Councillor Luke Stephens

Members were advised that the group had interviewed representatives of the Council's newly established Sports Development Team regarding sporting participation and sports

# Overview and Scrutiny

## Committee

**Tuesday, 16th August, 2011**

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development. At the following meeting of the group Members were scheduled to interview representatives of North East Worcestershire (NEW) College.

c) Youth Services Provision – Chair, Councillor Simon Chalk

The Committee was informed that the Group had held two meetings since the launch of the review. The first meeting had been attended by a local student who had accompanied one of the members to the review and had provided a youth perspective on the subject. The group had arranged to interview County Councillor Jane Potter and relevant Officers from Worcestershire County Council at their following meeting and had identified a number of additional expert witnesses who could be interviewed during the review.

**RESOLVED that**

**the update reports be noted.**

**63. HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

**RESOLVED that**

**the Health Overview and Scrutiny Committee update report be deferred until the following meeting of the Committee.**

**64. COUNCIL FLAT COMMUNAL CLEANING - MONITORING REPORT STAGE TWO**

Members received a monitoring report outlining the action that had been taken by officers in response to the recommendations made by the Council Flat Communal Cleaning Task and Finish Group in 2009.

The Council's cleaning contract had been renegotiated in April 2011. A new contractor, Maid Marions, had been awarded the contract and management of the contract had been assumed by the Council's Housing Services team. The charge for the cleaning services had remained relatively stable, having increased in line with inflation. The Council was in the process of producing information leaflets which would advise residents about the cleaning arrangements in the communal areas for the foreseeable future.

A resident in a block of flats located in Lingen Close had requested that the cleaning contract be extended to encompass communal areas in the property. Consequently residents had been consulted over the proposal, though enthusiasm for the service had been low.

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## Committee

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Further consultation was due to take place in Winyates district centre as part of the ongoing enhancements work in the area. As part of this process residents would be asked about their support for the introduction of the service.

The Committee noted that in previous years the Council's contractors had experienced difficulties when attempting to access a number of properties. This had created obstacles when attempting to deliver the cleaning service. The Council was aware of these concerns and had attempted to address problems wherever possible. In particular, the service had been removed from certain blocks of flats in Woodrow South where this problem had occurred following consultation with residents.

As requested by Members the lighting arrangements in the three storey flats located in Stretton House, Batchley, had been reviewed. A lighting upgrade had subsequently occurred and light sensors had been installed to prevent the stairwells from being turned on unnecessarily during daylight hours.

During the course of the review Members had observed evidence of fly tipping and concerns had been expressed about the potential risks to tenants of this behaviour. Following completion of the review there had been an upgrade of the fire equipment in many of the properties which helped to reduce the risks involved. Furthermore, the Council's tenancy team was more frequently in contact with residents, as a result of altered working practices and the introduction of tenancy walkabouts. As a consequence Officers were able to observe and resolve problems with fly tipping more quickly than in previous years.

### **RESOLVED that**

**the update report be noted.**

#### **65. PRIVATE SECTOR HOME SUPPORT SERVICE - POST-SCRUTINY**

The Committee considered an update on the delivery of the Home Support Service into the private sector for those eligible for Supporting People funding.

Contracts had been awarded to different organisations across Worcestershire to deliver the Home Support Service, which was designed to enable people to live independent lives rather than to provide a care package. Redditch Borough Council had been awarded a contract to deliver the support service in Redditch.

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The introduction of the service had been approved by the Executive Committee in February 2011. 37 hours per week of supporting people funding had been set aside for residents who were not Council tenants but who were eligible for the Home Support Service and supporting people funding. Council tenants were eligible for supporting people funding if they had a need for the service and were in receipt of housing benefit. Residents from the private sector were eligible for supporting people funding if they had a need for the service and were in receipt of guaranteed pension credit.

The hourly cost involved in delivering the service had been calculated as £14.16. However, demand for the Home Support Service amongst customers varied over time. Individual assessments were made and support plans created for each customer to ensure that the support s/he received suited his or her needs.

Following the introduction of the service in Redditch questions had been raised about the eligibility criteria for receiving the service. In particular, the organisations which delivered the Home Support Service in other parts of the county did not restrict access for vulnerable private residents who were not in receipt of guaranteed pension credit. Instead, these residents could pay a fee to receive the service. There was some concern that the more restrictive eligibility criteria in Redditch might have a negative impact on the potential for the Council to retain the Redditch Home Support Service contract in the long-term.

The Committee welcomed the report and the principles behind Officers aims for the future development of the service. Members commented that it was important to ensure that the eligibility criteria did not discriminate against residents living in the private sector. Officers were also urged to ensure that, if eligibility to receive the service was extended, the service was promoted effectively to local residents.

However, concerns were expressed about the need for further clarification regarding the financial implications of delivering the service and the level of staff input into the process. Members were advised that the scheme was financed utilising supporting people funding and that no funds were derived from the Housing Revenue Account (HRA) to pay for the service. It was agreed that this needed to be more explicitly stated within a wider business case for the process to enable the Executive Committee to make an informed decision about future arrangements for the service.

# Overview and Scrutiny

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Tuesday, 16th August, 2011

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### RECOMMENDED that

- 1) the Home Support Service be extended to all eligible residents of the Borough regardless of tenure;
- 2) the Council enable this service to be available to those who are not eligible for supporting people funding; and
- 3) arrangements mirror other housing associations and extend the supporting people eligibility to those on Council tax benefit; and

### RESOLVED that

- 1) Officers produce a business case for the proposals detailed in the recommendations above incorporating further information about the financial implications of extending the service and the potential impact on staff resources;
- 2) the Executive Committee be asked to postpone consideration of the recommendations detailed above until the Committee receives this business case later in the year; and
- 3) the report be noted.

## 66. STAFF VOLUNTEERING POLICY

The Committee received the draft staff volunteering policy for pre-scrutiny. The Committee's co-opted representatives from UNISON attended the meeting to speak on this item.

Members were advised that the staff volunteering policy would provide officers with an opportunity to undertake 16 hours of volunteering every year during working hours. Officers would be matched to placements and permission would need to be obtained from the employee's manager. The opportunity to participate in voluntary placements would not replace existing opportunities for staff to act in roles such as a school governor's post.

A similar policy had been introduced in recent years at Bromsgrove District Council. The impact of the policy had not yet been monitored, though it was understood that the number of officers who had utilised the opportunity to volunteer had been relatively low, ensuring that requests to volunteer had not undermined service



# Overview and Scrutiny

## Committee

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delivery. However, feedback received from members of staff who had participated in voluntary placements had been largely positive.

Concerns were expressed about the potential benefits of staff participating in voluntary placements rather than attending work. Council staff were considered to be a valuable resource and therefore any placements needed to represent value for money for both the Council and local residents. However, it was noted that through volunteering an officer could make a valuable contribution to local voluntary and community sector organisations and the local economy whilst the officer could develop transferable skills that might be utilised to deliver services more effectively at the Council. Furthermore, the exigencies of the service would be prioritised.

Placements would not automatically be approved. The needs of the service area in which the officer worked would be prioritised by managers when considering applications to volunteer. Managers would also have the authority to reject proposed placements which were not considered likely to add value.

Members noted that the policy would need to be promoted effectively to ensure that officers were aware of the opportunity to participate in volunteering activities. As part of this process information about the policy could be provided during staff briefings and in the Council's online staff magazine. It was also suggested that members of staff from Bromsgrove who had participated in the scheme could be invited to brief Redditch based staff about the process.

The Committee's co-opted representatives commented that the unions would be largely supportive of the introduction of this policy. The appropriate timing for the introduction of the policy would need to be considered carefully, as many Council staff would be involved in the Council's transformation programme and would potentially be affected by the introduction of shared services. In this context many staff might welcome the opportunity to participate in volunteering activities which could help them to develop their skills and thereby improve their future career prospects.

### **RECOMMENDED that**

**subject to noting Members' comments as detailed in the preamble above, the Staff Volunteering Policy be approved.**

### **67. PETITIONS - MONITORING REPORT**

The Committee was advised that the Petitions Monitoring Report had been introduced in 2011/12. The report provided Members

# Overview and Scrutiny

## Committee

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with an opportunity to monitor the implementation of actions that had been recommended in response to petitions considered by the Committee in 2010/11 and to date in 2011/12.

In 2010/11 the Committee had received four petitions. Members had concluded that no further action was required in relation to two of these petitions because the Council did not have the power to secure any alternative outcomes in relation to the subject of the petition. The Committee had agreed, however, that action was required in relation to two further petitions.

The first of these petitions had been received by the Committee in August 2010 and related to reports of anti-social behaviour in Lowlands Lane Park, Winyates. A Partners and Communities Together (PACT) meeting had subsequently taken place in Winyates where the subject had been considered in detail. No further reports had been received of anti-social behaviour from residents and support remained for the continuing use of the park. However, it had been agreed that work could be undertaken to redecorate the skate ramps located within the park.

The second petition had been presented by local residents who expressed concerns that the removal of barriers from Yardley Close had resulted in an increase in anti-social behaviour. Officers had met local residents to discuss the issue and had identified three core actions that could be taken to improve the situation: a gap in the hedge bordering the close could be filled, members of the public could be discouraged from using the close to reach other parts of the Borough; and gates could be installed in place of the barriers.

One petition had been received in 2011/12 by the committee, regarding the location of the taxi rank on Unicorn Hill. As requested, this petition had been referred to the Licensing Committee which had considered the item at a meeting on 14th July 2011. Evidence had been gathered from a variety of expert bodies. Based on this evidence the Licensing Committee had concluded that no further action could be taken.

**RESOLVED that**

**the report be noted.**

### **68. REFERRALS**

There were no referrals.

# Overview and Scrutiny

## Committee

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### 69. WORK PROGRAMME

The Committee was advised that as requested at the previous meeting Councillor Hopkins had met with relevant Council Officers to discuss the appropriate timing for the Improving Recycling Rates Task Group review. It had been agreed that the review would launch in November 2011 and Members would aim to complete the exercise in March 2012.

#### **RESOLVED that**

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

The Meeting commenced at 7.00 pm  
and closed at 8.35 pm



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

13th September 2011

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

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

**1. SUMMARY OF PROPOSALS**

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

**2. RECOMMENDATIONS**

**The Committee is asked to RESOLVE that**

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

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

	<b><u>Meeting :</u></b>	<b><u>Lead Members / Officers :</u></b> (Executive Members shown <u>underlined</u> )	<b><u>Position :</u></b> (Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.)
1.	Climate Change Advisory Panel	Chair: <u>Cllr B Clayton</u> / Vice-Chair: Cllr Hopkins  Hugh Bennett / Ceridwen John	Next meeting – 26th September 2011.
2.	Economic Advisory Panel	Chair: <u>Cllr Pearce</u> / Vice-Chair: Cllr Bush  John Staniland / Georgina Harris	Next meeting – 7th November 2011.

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3.	Housing Advisory Panel	Chair <u>Cllr B Clayton</u> / Vice-Chair Cllr Brazier Liz Tompkin	Next meeting – 5th September 2011.
4.	Leisure Contracts Advisory Panel	Chair <u>Cllr Derek Taylor</u> / Vice-Chair Cllr Anderson John Godwin	Last meeting – 16th August 2010.
5.	Planning Advisory Panel	Chair <u>Cllr Pearce</u> / Vice-Chair Cllr R Hill John Staniland / Ruth Bamford	Next meeting – 20th September 2011

**B. OTHER MEETINGS**

6.	Constitutional Review Working Party	Chair <u>Cllr Gandy</u> / Vice Chair Cllr Braley Steve Skinner	Last meeting – 4th April 2011.  To reconvene in the autumn.
7.	Member Support Steering Group	Chair <u>Brunner</u> / Vice-Chair Cllr Braley Steve Skinner / Trish Buckley	Last meeting – 31st March 2011  To reconvene in the autumn.
8.	Grants Panel	Chair / Cllr Chance Vice Chair Cllr Braley Angie Heighway	Next meeting – 7th September 2011.
9.	Procurement Group	Chair <u>Cllr Braley</u> / Vice-Chair Cllr Anderson Jayne Pickering / Teresa Kristunas	Next meeting – 8th September

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10.	Church Hill District Centre – Members' Panel	Chair <u>Cllr B Clayton</u> Teresa Kristunas	Last Meeting 22nd June 2011
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**22. APPENDICES**

None.

**AUTHOR OF REPORT**

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REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

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**ACTION MONITORING**

<b>Portfolio Holder(s) / Responsible Officer</b>	<b>Action requested</b>	<b>Status</b>
<b>27th January 2010</b>		
<b>Cllr Gandy / H Bennett</b>	<b>Single Equalities Scheme</b>  Members requested that a report/action plan be submitted to a future meeting of the Committee or Council detailing what the Council, as Community Leader, expected to receive in terms of education provision for the Borough and its children and young people.	Officers to update at next meeting.
<b>10th January 2011</b>		
<b>M Braley / J Pickering / B Talbot</b>	<b>Job Evaluation And Terms And Conditions</b>  Officers were instructed to report further to the Committee to seek Member decision if a collective agreement could not be reached through negotiation.	Terms and Conditions agreed. Awaiting the conclusion of the consultation process and subsequent negotiations on Job Evaluation.
<b>31st May 2011</b>		
<b>J Pearce / T Kristunas</b>	<b>Park House (Evesham Street)</b>  Officers to prepare a report for the Executive Committee on 2nd August 2011 regarding the disposal and future use of the site.	Report to meeting of the Committee on 13th September.

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<b>M Braley / T Kristunas</b>	<b>Review of Lease - 21 and 21a Salters Lane</b>  Officers to prepare a report on a policy regarding the granting of concessionary rents.	
<b>21st June 2011</b>		
<b>M Braley / H Bennett</b>	<b>Quarterly Performance Monitoring – Quarter 4 – January to March 2011</b>  In respect of swimming usage, the numbers of visits to leisure centres and the apparent anomalies that these corresponding figures threw up, Officers undertook to provide Members with additional information following the meeting.	
<b><u>Note:</u></b>	<i>No further debate should be held on the above matters or substantive decisions taken, without further report OR unless urgency requirements are met.</i>	Report period: 13/01/09 to 23/08/11

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