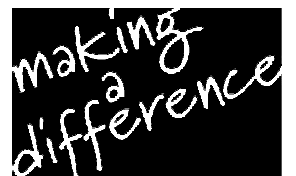


Executive Committee

Tue 6 Dec
2011
7.00 pm

Committee Room 2
Town Hall
Redditch



www.redditchbc.gov.uk

Access to Information - Your Rights

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

Your main rights are set out below:-

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

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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Committee Support Services**

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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

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

Chair

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

Running Order

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

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

Decisions

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

Members of the Public

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

Special Arrangements

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

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

Further Information

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

Fire/ Emergency instructions

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

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

Do Not stop to collect personal belongings.

Do Not use lifts.

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

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

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

OR

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

you have a personal interest.

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

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

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

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

and

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

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

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



Executive

6th December 2011

7.00 pm

Committee

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	

1. Apologies	To receive the apologies of any Member who is unable to attend this meeting.
2. Declarations of Interest	To invite Councillors to declare any interests they may have in items on the agenda.
3. Leader's Announcements	<ol style="list-style-type: none"> 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 2. any other relevant announcements. <p>(Oral report)</p>
4. Minutes (Pages 1 - 16) Chief Executive	To confirm as a correct record the minutes of the meeting of the Executive Committee held on 15th November 2011. (Minutes attached)
5. Medium Term Financial Plan 2012/13 - 2014/15 Exec Director (Finance and Corporate Resources)	To consider an update on the budget position for 2012/13 and 2014/15. (Oral report) (No Specific Ward Relevance);
6. Homes Insulation - Funding Opportunity (Pages 17 - 20) Head of Community Services	To consider acceptance of Worcestershire County Council Homes Insulation funding. (Report attached) All Wards;

Executive

Committee

6th December 2011

<p>7. Quarterly Performance Report - Quarter 2 - July to September 2011</p> <p>(Pages 21 - 34)</p> <p>Director of Policy, Performance and Partnerships</p>	<p>To consider the quarterly performance report, showing indicators which have improved, declined or remained static when compared to the same period in the previous financial year.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>
<p>8. Quarterly Budget Monitoring - Quarter 2 - July to September 2011</p> <p>(Pages 35 - 66)</p> <p>Head of Finance and Resources</p>	<p>To provide an overview of the budget, including the achievement of approved savings as at the end of Quarter 2, 2011/12.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>
<p>9. Quarterly Monitoring - Write Off of Debts - Quarter 2 - July to September 2011</p> <p>(Pages 67 - 72)</p> <p>Head of Finance and Resources</p>	<p>To consider the action taken by Officers with respect to the write off of debts during the second quarter of 2011/12 and to note the profile of outstanding debt.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>
<p>10. Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 2 - July to September 2011</p> <p>(Pages 73 - 80)</p> <p>Head of Finance and Resources</p>	<p>To consider a report on the actual performance of the Improvement Plan during Quarter 2, 2011/12.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>
<p>11. Quarterly Customer Services Monitoring - Quarter 2 - July to September 2011</p> <p>(Pages 81 - 96)</p> <p>Head of Customer Services</p>	<p>To consider a report, which provides and update on Customer Services.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>

Executive

Committee

6th December 2011

<p>12. Sickness Absence Performance and Health for Period Ending 30 September 2011</p> <p>(Pages 97 - 102)</p> <p>Head of Finance and Resources</p>	<p>To report on sickness absence performance and health for the period ending 30th September 2011.</p> <p>(Report attached)</p> <p>(No Direct Ward Relevance);</p>
<p>13. Hewell Road Pool - Play Area</p> <p>Head of Finance and Resources</p>	<p>To update Members regarding the availability of the play area during the demolition of Hewell Road Pool.</p> <p>(Report to follow)</p> <p>(Batchley & Brockhill Ward);</p>
<p>14. Overview and Scrutiny Committee</p> <p>(Pages 103 - 116)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 8th November 2011</p> <p>There are no recommendations to consider as they were considered at the meeting of the Executive Committee on 15th November 2011.</p> <p>(Minutes attached)</p>
<p>15. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.</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>16. Advisory Panels - update report</p> <p>(Pages 117 - 120)</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>17. Action Monitoring</p> <p>(Pages 121 - 124)</p> <p>Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p>

18. 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 matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (*to be specified*) of Part 1 of Schedule 12 (A) of the said Act, as amended.”

These paragraphs are as follows:

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’.

19. Confidential Minutes / Referrals (if any)

To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).



Executive Committee

15th November 2011

MINUTES

Present:

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

Also Present:

Councillors Peter Anderson, Andrew Brazier and Phil Mould

Officers:

K Dicks, C Flanagan, S Hanley, A Heighway, S Horrobin, C John, J Pickering, G Revans and J Willis

Committee Services Officer:

I Westmore

103. APOLOGIES

An apology for absence was received on behalf of Councillor Jinny Pearce.

104. DECLARATIONS OF INTEREST

There were no declarations of interest.

105. 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 meeting, had been rescheduled to a later meeting of the Committee:

- Housing Revenue Account – Outcome of Review

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

- Solar Panels – Government Consultation Response

.....
Chair

(Not on the Forward Plan and not meeting the publication deadline)

- Referrals from meetings of the Overview and Scrutiny Committee, Shared Services Board and Constitutional Review Working Party

(Not meeting the publication deadline)

106. MINUTES

RESOLVED that

the minutes of the meeting of the Executive Committee held on 4th October 2011 be confirmed as a correct record and signed by the Chair.

107. MEDIUM TERM FINANCIAL PLAN 2012/13 - 2014/15

The Committee received an oral report setting out a broad overview of the financial environment within which the Council's budget for 2012/13 was to be developed.

A number of the more significant national challenges were identified, including the significant erosion of the earlier proposals to localise business rates and the proposal for localisation of Council Tax benefit. It was anticipated that measures contained within the Localism Bill could have some financial impact on the authority and there was concern that the introduction of Universal Credit might have an adverse effect on service delivery during the transitional period.

Locally, shared services, transformation and efficiencies were providing substantial savings and it was expected that continuation of these measures would help to offset the further reduction in grant funding from central Government.

A number of assumptions were set out, including the projected inflation figures going forward and the expected increase in costs for utilities and, as a result, an anticipated shortfall of around £500,000 was reported. It was recommended that the balances currently held in reserve be retained as far as was possible to provide a financial cushion for the authority.

108. GRITTING AND SNOW CLEARANCE - REDDITCH BOROUGH COUNCIL APPROACH

The Committee considered a report setting out the Council's proposed approach to gritting and snow clearance during bad weather events.

Officers made it clear that the County Council was the authority with responsibility to carry out the majority of gritting and snow clearance within the Borough and the matters under consideration focussed upon measures to be undertaken on Council land and only in other areas of the Borough where the necessary resources were available.

The Leader of the Council expressed her concern that some of the original Overview and Scrutiny recommendations had not been addressed. Following the passing of correspondence received by the Leader from the County Council on to the relevant Redditch Borough Council Task and Finish Group there had been no further comment received by the Leader and an assumption made that matters were in hand. This misunderstanding aside, the Leader provided further feedback on the discussions that she and Officers had had with Members and Officers of the County. It was clear that the County would not entertain delegation of responsibility during adverse weather to the Borough Council. It was also noted that the County was investigating the use of snow-plough attachments which would allow for the removal of a greater depth of snow and ice. Significantly, there had been an acknowledgement that they had not performed as well as they would have hoped in clearing and gritting roads in Redditch last winter.

Members commented that there was some understanding locally that the Borough Council had performed well during the adverse weather and that shortcomings had generally been the result of County Council failings. There had clearly been a lack of recognition at the outset at the scale of the problems facing Redditch, with resources possibly being allocated on the basis of anticipated problems from previous episodes of severe weather.

The measures being considered for adoption locally by the Council were considered in some detail. Members were encouraged to let Officers know which roads they considered to be priority routes for gritting should the Council have the resources available in future winters to carry out gritting over and above that provided by the County Council. A list of priority sites was still being worked up by Officers and this additional information would assist in the process. Discussion ensued around the gritting of the Council's sheltered housing schemes, with Officers highlighting the Council's priority as being to enable access to the properties by Home Support workers.

The provision of up to date information to local residents by the Council on where gritting had taken place and the state of the roads and pavements was suggested as a measure that could be undertaken using the Council's website.

RECOMMENDED that

- 1) **the following policy be adopted with regard to gritting and snow clearance:**

Redditch Borough Council will strive to keep the following areas clear of snow and ice and safe to use:

- a) **crematorium and cemeteries to allow funerals to continue;**
- b) **Redditch Borough Council staff car parks to ensure that there are suitable parking areas for Council staff who are getting into work to provide essential services;**
- c) **key Council sites like the Town Hall and district centres to assist local shops and businesses and enable residents to access services;**
- d) **gritting/snow clearance at other areas including Council sheltered accommodation will only be carried out subject to available resources; gritting/snow clearance at Council owned sheltered accommodation will be to allow the home Support Service Access to residents;**

and RESOLVED that

- 2) **the Council will not provide grit bins on any highway land but may provide grit bins on its own land to enable gritting to take place – e.g. at leisure sites;**
- 3) **further publicity is undertaken to ensure that residents are aware of how the Council will deal with gritting/snow clearance and what to do when bad weather affects their waste collection service;**
- 4) **Officers purchase appropriate snow clearance and gritting equipment from within existing budgets; and**
- 5) **relevant Officers from Redditch Borough Council arrange a meeting with relevant Officers from Worcestershire County Council in advance of winter**

2011/12 to discuss additional issues raised in the Gritting Short, Sharp Review Group's final report and arrangements for gritting and snow clearance in Redditch for the winter.

109. NORTH WORCESTERSHIRE COMMUNITY SAFETY PARTNERSHIP - PROPOSED MERGER

A report was considered which set out proposals for the creation of a North Worcestershire Community Safety Partnership. Officers explained the rationale for bringing this measure forward at this stage. The Home Office grant each year to fund community safety activity had been reduced in recent years and was facing further reductions in 2012/13. Local Responsible Authorities had capacity issues and were finding it increasingly difficult to bring forward suitable representatives for the meetings of the relevant Partnerships across the County. Furthermore, it was unclear as to how the introduction of Police and Crime Commissioners would impact on the activities of the Partnerships.

The other Responsible Authorities within Worcestershire had had the opportunity to consider and comment upon a move to either a single county-based Partnership or to two Partnerships, in the north and south of the County. There had been agreement that the status quo was unsustainable and that a move to two Partnerships be supported.

It was noted that the Overview and Scrutiny Committee had discussed the proposed merger of the Partnerships in the north of the County and had recommended that the status quo be maintained in order that a local Redditch focus be retained and in order that scrutiny might more adequately be carried out. In order to allay some concerns it was noted that the delivery arm for community safety would be unaffected and the tasking group structure would remain the same. In addition, the relevant Portfolio Holder undertook to discuss with relevant representatives from the south of the County any issues that had arisen with the scrutiny of the Joint Partnership operating across those three Districts.

RECOMMENDED that

- 1) Redditch Borough Council approve the merger of Redditch Community Safety Partnership with Bromsgrove Community Safety Partnership and Wyre Forest Community Safety Partnership resulting in the creation of a North Worcestershire Community Safety Partnership; and**

- 2) **subject to endorsement by each of the Responsible Authorities of the merger, authority be delegated to Officers to take the necessary steps to implement the merger, including the establishment of governance arrangements and entering into any agreements, also subject to endorsement by the relevant Community Safety Partnerships;**

and RESOLVED that

- 3) **Members note the continuation of locality-based operational and responsive partnership working through the operational Tasking Group and its theme groups; and**
- 4) **Members note the intention to review the County-wide partnership arrangements by 2014.**

110. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS POLICY

The Committee considered the adoption of a Safeguarding Children, Young People and Vulnerable Adults Policy and Procedure.

The Committee was happy to endorse the Policy, concluding that it was extremely comprehensive. Clarification was sought on the question of Criminal Record Bureau checks for elected Members. Officers confirmed that specific guidance was available for Members but that, generally, Borough Councillors would not fulfil the criteria for requiring such a check to be carried out.

RECOMMENDED that

the Safeguarding Children, Young People and Vulnerable Adults Policy and Procedure attached at Appendix 1 of the report be approved.

111. COMMISSIONING OF CHILDREN'S CENTRE SERVICES

Members were informed that the contracts for the management of the Children's Centres within the Borough, which at the present time was carried out by the Borough Council and a partner organisation, Redditch YMCA, were due to expire at the end of March 2012. It was proposed that the two organisations submit tenders to continue to deliver Children's Centres Services from that date.

The Committee noted that there were definite indications that the provision of support through the Children's Centres was having a positive impact on the skills and abilities of very young children as they entered full-time education. There was less evidence available at present as to how this carried through to achievement at GCSE level and above. It was also noted that socialisation of young children and parents was an important role for the Children's Centres alongside an improvement in educational attainment.

Officers undertook to provide members of the Committee with further information on the impacts and outcomes from the activities carried out by the Children's Centres following the meeting.

RESOLVED that

- 1) **option 2 as outlined in Appendix 1 of the report be approved in relation to the submission of a tender to deliver Children's Centre services in Redditch subject to the Council being the 'lead' organisation if this is required in respect of a partnership bid; and**
- 2) **subject to any tender being successful, a Contract be entered into with Worcestershire County Council.**

112. SOLAR PANELS - GOVERNMENT CONSULTATION

The Committee was provided with an update on an ongoing Government consultation on fast-tracking changes to the current solar photo voltaic (PV) feed-in tariff scheme. The main impact of such a change was that the payback time for the Council's schemes would be doubled.

The Committee was generally disappointed that the feed-in tariff scheme was potentially to be changed to the detriment of the Council. The potential effects on the solar energy industry were also noted, although there was some recognition that such a change was not unexpected. It was also noted that, due to the prompt action of Officers in pushing through such schemes at an early stage, the Council would be less adversely affected than a considerable number of other authorities. Members were keen that the Council retain its commitment to the installation of solar panels.

RESOLVED that

- 1) **authority be delegated to the Climate Change Manager, in consultation with the Portfolio Holder for Health and Housing, to respond to the consultation based on the Committee's comments; and,**

taking into account the revised financial projections as detailed in Appendices 1- 3 to the report,

- 2) the Council proceed in accordance with existing approvals for the installation of solar panels at the three main sites identified (Town Hall, Palace Theatre and Crematorium);
- 3) the Council proceed in accordance with the existing approvals for social housing projects, although acknowledging that further delay may result in fewer sites being completed by 31st March 2012; and
- 4) Officers be instructed to continue to prioritise installation of solar panels at the four main sheltered schemes.

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

In this case the exceptional circumstances were the need to agree a response to the consultation because of the proposed reference date for changes of 12th December 2011 and the action to be taken by the Council if the proposals were to be implemented.)

113. OVERVIEW AND SCRUTINY COMMITTEE

The Committee received the minutes of the meetings of the Overview and Scrutiny Committee held on 27th September and 18th October and considered the recommendations contained therein.

27th September 2011

External Refurbishment of Housing Stock Short, Sharp Review – Update Report

RESOLVED that

- 1) based on the costs involved, no further action be taken regarding repainting the pebble dashed facades of properties located on Ombersley Close and Rushock Close;

- 2) no further consultation work be undertaken in respect of the repainting of pebble dashed facades;

18th October 2011

Petition – War Memorial

RESOLVED that

- 3) that planters be installed around the war memorial to deter people from sitting on the war memorial;
- 4) a campaign of education about the war memorial be launched to increase awareness of the purpose of the war memorial;
- 5) Officers be asked to investigate the possibility of introducing improved signage for the war memorial;
- 6) Officers be asked to investigate the possibility of introducing seating in the area;
- 7) Officers be asked to investigate the possibility of installing an extra litter bin in the area; and

Meeting of the Chair with the Leader of the Council – Feedback

RECOMMENDED that

- 8) the quarterly meetings between the Chair of the Overview and Scrutiny Committee and the Leader of the Council be removed as a requirement from the Council's Constitution.

114. WORCESTERSHIRE SHARED SERVICE JOINT COMMITTEE

The Committee considered endorsement of a single Enforcement Policy to be used across the County in relation to all enforcement activities. The Policy had been recommended for adoption at the preceding meeting of the Worcestershire Shared Services Joint Committee.

RECOMMENDED that

the Council adopt the Worcestershire Regulatory Services Enforcement Policy.

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

The Committee considered a number of urgent referrals from the Shared Services Board and the Constitutional Review Working Party.

Shared Services Board – 10th November 2011

The current management arrangements of the Council were considered and reviewed.

(In view of the fact that information would be revealed relating to individual employees and their personal / financial details, together with employee relations matters, disclosure of which is not considered to be in the public's best interest, this matter was considered following the exclusion of the public and the press.)

Constitutional Review Working Party – 10th November 2011

Members considered recommendations from the Constitutional Review Working Party, including a number relating to the Council's current policies for handling statutory Housing and statutory Employee Grievance appeals. It was noted that in both cases there was currently a non-statutory step involving a hearing before a panel of elected Members.

The Housing Appeal policy was currently at risk of challenge by a Judicial Review to seek a declaration from the High Court that the policy was invalid because the non-statutory hearing was included. There was some concern amongst Members that what had been initiated as an assistance to appellants was now the subject of such a challenge. Officers confirmed that the individual concerned had adopted a contrary view and the Council would be advised to defend its position and remove the cause of offence in the light of recent case law.

(a) Meeting Cycles – Executive Committee / O&S**RECOMMENDED that**

- 1) **meetings of the Executive Committee and Overview and Scrutiny Committee be scheduled on a 4-weekly cycle, rather than the current 3-weekly cycle in future calendars of meetings;**

(b) Housing Appeals**RESOLVED that**

- 2) for the reasons detailed within the report, the amended Housing Appeals Procedure attached at Appendix 1 to the attached report be approved and adopted with immediate effect; but**
- 3) Officers seek further legal advice as to possible alternative means for a Member-level involvement in appeals against Officer decisions (with regard to Homelessness and Housing Allocation cases); and**
- 4) Employment Appeal Processes be similarly reviewed in due course, subject to any necessary further consultation, negotiation and report.**

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

In this case the exceptional circumstances were that these specific referrals required attention sooner than the next available meeting of the Committee, to which the full minutes would be reported. “Recommended” items required consideration at the full Council meeting on 5th December 2011.)

116. ADVISORY PANELS - UPDATE REPORT

The Committee considered the latest Advisory Panels update report.

RESOLVED that

the report be noted.

117. ACTION MONITORING

The Committee’s Action Monitoring report was considered. It was noted that there was no reference within the report to any update on the play area at Hewell Road following the agreement to demolish the swimming pool. Officers agreed to include this matter on future reports until such a time as the matter had been resolved.

RESOLVED that

the report be noted.

118. 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 matters on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1, 3 and 4 of Part 1 of Schedule 12 (A) of the said Act, as amended.”

- **Referral from the Shared Services Board – Management Arrangements (Minute 115); and**
- **Sandycroft – Future of the Site (Minute 119)**

119. SANDYCROFT - FUTURE OF SITE

The Committee discussed the future of the site known as Sandycroft and took decisions regarding the freehold interest and leasing of the site.

(In view of the fact that information would be revealed relating to individual third party organisations, their financial affairs and terms under negotiation, disclosure of which is not considered to be in the public’s best interest, this matter was considered following the exclusion of the public and the press.)

The Meeting commenced at 7.00 pm
and closed at 9.05 pm

.....
Chair

By virtue of paragraph(s) 1, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

**EXECUTIVE
COMMITTEE**

6th December 2011

HOMES INSULATION - FUNDING OPPORTUNITY

Relevant Portfolio Holder	Cllr Brandon Clayton, Housing, Local Environment & Health
Portfolio Holder Consulted	Yes
Relevant Head of Service	Angie Heighway, Head of Community Services
Wards Affected	All Wards
Ward Councillor Consulted	Not applicable
Key Decision	

1. SUMMARY OF PROPOSALS

The Council's agreement is sought to accept an offer of £40,000 funding from Worcestershire County Council specifically for the purpose of installing free cavity wall, draught-proofing and loft insulation measures for Borough homeowners aged 60 years or over. This is subject to acceptance of conditions requiring spend of the funding by 31st December 2012, preferred use of Worcestershire based contractors and promotional branding recognition for Warmer Worcestershire.

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

- 1) the funding of £40,000 from Worcestershire County Council be incorporated into the Council's existing Energy Efficiency Installations budget and the Capital Programme be amended accordingly; subject to which**

the Committee is asked to RESOLVE that

- 2) authority be delegated to the Head of Community Services to formally accept, and account for expenditure of, the Worcestershire County Council 'Home Energy Efficiency Improvements' funding offer of £40,000 and associated funding conditions;**
- 3) applications be invited from homeowners within the Borough aged 60 or over to have loft and/or cavity wall insulation and draught-proofing measures installed in their homes free of charge; and**

**EXECUTIVE
COMMITTEE**

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- 4) **the Head of Community Services, in consultation with the Portfolio Holder for Housing, Local Environment and Health be authorised**
 - a) **to expend up to the sum approved by the Council, for the purposes indicated in the report; and**
 - b) **subject to the agreement of Worcestershire County Council, to utilise such funding remaining at 1st April 2012 to extend the insulation offer to any Borough resident irrespective of age or ownership status or for other Home Energy Efficiency initiatives.**

3. KEY ISSUES**Financial Implications**

- 3.1 In May 2009 the Executive Committee approved an allocation of £40,000 for a scheme to provide loft and cavity insulation measures to householders over 60 years in Council Tax band A-D properties. Current expenditure and commitment stands at £36,500 and the scheme is expected to conclude shortly.
- 3.2 The County Council wishes to forward the funding at the earliest opportunity if accepted given the December 2012 expenditure deadline. Expenditure will therefore extend across to the 2012/13 financial year. Sam Morgan, Financial Services Manager has been consulted with regard to the financial implications.

Legal Implications

- 3.3 The Home Energy Conservation Act 1995 requires that Local Authorities identify ways to increase energy efficiency in homes by 30% by April 2011.
- 3.4 The UK Fuel Poverty Strategy 2001 clearly identifies the key role of local authorities in ending fuel poverty in vulnerable households by 2010 by delivery of programmes to improve the Home Energy Efficiency of fuel poor households.
- 3.5 Clare Flanagan, Legal Services Manager has been consulted with regard to the legal implications.

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Service / Operational Implications

- 3.6 In 2003 the Council in partnership with other Worcestershire Councils, Worcestershire Primary Care Trusts, energy providers and business partners adopted an Affordable Warmth Strategy for Worcestershire with the aim of eradicating fuel poverty and the provision of affordable warmth for all households within 10-15 years. A key aim of the Action Plan is the access of funding and other resources with which to deliver the Strategy.
- 3.7 Results from Worcestershire County Council's Housing Strategy Survey suggest that 20% of dwellings in Worcestershire fail the decent Homes standard as a result of inadequate thermal comfort compared to 17% nationally.
- 3.8 It is envisaged that the funding on offer could enable insulation measures to be installed in approximately 250 properties across the Borough. Besides benefiting the occupants, these measures will also reduce energy consumption thereby contributing to the council's CO₂ Reduction and Climate Change objectives.
- 3.9 The provision of grant support and assistance to help address private sector housing conditions, improvement and promotion of energy efficiency and reduction of fuel poverty are all elements fulfilling the Council's 'Clean and Green' objective.
- 3.10 The Council has an existing Service Level agreement with Act on Energy whereby the Council receive support and administration in the delivery of the Affordable Warmth Strategy and Action Plan.
- 3.11 Applications received under the scheme will be routed through Act on Energy with monitoring data being incorporated into the reporting process currently used for schemes whilst initial set-up costs will be met from within existing resources.

Customer / Equalities and Diversity Implications

- 3.12 Over half of the fuel poor households in the Borough include persons over the age of 60 and pensioners living alone are particularly susceptible. Whilst the Government's Warmfront Grant provides free insulation measures to over 60's in receipt of means tested benefits approximately 50% of this age group do not qualify for benefits and therefore tend to wait until they reach the age of 70 when they qualify for free insulation measures via government or Energy Provider schemes.

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- 3.13 The funding condition relating to qualifying criteria require only that applicants are over 60 years old thus bridging the gap between the Council's current over 60's scheme and schemes providing free insulation measures to those over 70 years of age.
- 3.14 Worcestershire County Council has confirmed that the funding is intended to maximise the provision of insulation measures across the County before the Government CERT funding expires in December 2012. The funding conditions therefore require that the age qualification be disregarded after the 1st April 2012 and that applications are considered from any Borough resident.

4. RISK MANAGEMENT

Worcestershire County Council has confirmed that any funding sum remaining unspent as of 31st December 2012 should be returned. It is however anticipating that an underspend is most unlikely considering the generous qualifying criteria set for applicants under the funding offer conditions.

5. APPENDICES

None.

6. BACKGROUND PAPERS

Relevant Correspondence from County Council.
UK Fuel Poverty Strategy 2011.

AUTHOR OF REPORT

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**CORPORATE PERFORMANCE REPORT -
QUARTER 2, PERIOD ENDING 30TH SEPTEMBER 2011**

Relevant Portfolio Holder	Councillor Michael Braley, Corporate Management
Portfolio Holder Consulted	Yes – At Portfolio Holders' meeting
Relevant Head of Service	Kevin Dicks, Chief Executive
Wards Affected	All Wards
Ward Councillor Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 This report asks Members to consider a range of options for the continued reporting of Council performance for 2011/12 in the light of proposed changes to strategic and performance reporting through systems thinking.
- 1.2 This report also provides Members with an opportunity to review the Council's performance for quarter 2 of the 2011/12 financial year and to comment upon it.

2. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE

- 1) **which of the following options for the Council's performance reporting 2011/12 it would like Officers to pursue:**
- a) **that current performance indicators continue to be collected and reported quarterly (no change);**
 - b) **that current performance indicators cease to be collected and reported corporately for the rest of 2011/12;**
 - c) **that current performance indicators are reported at year end 2011/12 only;**
 - d) **that the Corporate Management Team, in conjunction with Members, select key performance indicators of concern and remedial action to be taken, for reporting on a quarterly basis.**
- 2) **that the Committee consider future proposals for performance reporting as the Council progresses the Transformation agenda; and**

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- 3) **that, subject to Members' comments, the update on key performance indicators for the period ending 30th September 2011 be noted.**

3. KEY ISSUES**Financial Implications**

- 3.1 The proposed system of measures for 2012/13 will provide a greater understanding of customer demand, allowing for more proactive services to be provided, with alignment of finance to purposes.
- 3.2 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:
- Time taken to process housing benefit / council tax benefit new claims and change events;
 - The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments;
 - Percentage of invoices paid by the Council within 30 days of receipt or within the agreed payment terms;
 - Percentage of council tax collected by the authority in the year.

Legal Implications

- 3.3 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.
- 3.4 As the Council progresses with the transformation programme, Members and Senior Management Team may wish to challenge data requirements placed upon the Council by external organisations if it is felt that they do not contribute to the purposes of the organisation.

Service / Operational Implications

- 3.5 The options for reporting the Council's performance for the remainder of 2011/12 are being presented as a response to the changing demands on departments and the Policy Team as a result of the transformation programme.

Service areas are being asked to develop performance measures alongside reporting against the current set of indicators, many of which do not seem to provide the customer focused data which would benefit services or allow insight into the performance from a customer's perspective.

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Reducing or removing the current quarterly reporting requirements would allow the Policy Team to play a greater role in the development of the new performance system and support Officers and Members with any changes. The current electronic data collection (EDC) spreadsheet would still be available to officers to capture their data should they require it for reporting to an external body or for departmental use.

- 3.6 The proposed use of a set of measures by which to assess performance against purposes will change fundamentally how performance data is gathered, used and reported from 2012/13 onwards. These measures are currently being developed to reflect what actually matters to customers and their actual (often end-to-end) experience of the Council's services. These measures will be collected and utilised by officers in as real-time as possible, with Members and the management team having access to contemporaneous data about service demand. It is envisioned that this will not be through the current system of quarterly reporting, but through access to a corporate dashboard of measures.
- 3.7 Through the current quarterly performance reporting, the Council looked to: retain a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored; develop capacity for Directorates to strengthen performance management by focusing on service plan commitments; continue to monitor selected former National Indicators and retained BVPI's and local indicators at a Member level at least annually; and to develop links to how the Council is performing in its key delivery projects.
- 3.8 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.
- 3.8.1 In total, data has been provided for 27 indicators for quarter 2. Of these, 10 have improved in performance and 16 have declined compared to the same period last year. In addition there is 1 indicator which has remained static, and is at optimum performance and as such no improvement is possible.
- 3.8.2 Of those indicators which have declined, there are 2 which are specifically problematic and require further analysis (see section 3.9).
- 3.8.3 This report shows that of the 27 indicators reported this quarter, 40.0% have improved when compared to the same period last year (April to September).

By way of example:

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- a) The time taken to process Housing Benefit / Council Tax Benefit new claims and change events has continued to demonstrate a positive direction of travel as the length of time to process the claims has reduced by 3.1 days when compared to the same period last year, falling from 12.30 days to 9.20 days;;
- b) There has been a 2.76kg reduction (per head of population) in the amount of household waste collected. Falling from 90.58 kgs, April – September in 2010/11 to 87.82kgs for the same period in 2011/12;
- c) The amount of residual waste per household has also fallen when comparing April – September 2010/11 with the same period in 2011/12, dropping from 297.95kgs to 284.54kgs;
- d) Despite an increase in the number of households approaching the authority for assistance, there has been a small decline in the number of households living in temporary accommodation (falling from 7 households in 2011/12 to 6 in 2011/12). This is due to pro-activity by the Housing Options Team.

3.8.4 There are two 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 slightly from 92.77% to 91.52%; this continues to be a concern as there are ongoing issues with Officers not returning invoices in a timely manner. A recent corporate message was sent out in Oracle to encourage Officers to return invoices within 4 days;
- b) There have been over 22% fewer people attending sports development sessions when comparing the first two quarters in 2010/11 with 2011/12.

Although the summer programme was successful, due to the loss of external funding relating to extended services and schools sports partnership there has been a reduction in attendance linked to a lower number of partnership programmes being delivered.

The reduction in attendance is a concern given the well documented issues around health inequalities in Redditch and officers are developing programmes to re-start the Active Clubs with local partners on a sustainable delivery model / programme.

3.9 To maintain data quality, the Council uses an electronic data collection (EDC) spread sheet. This shows current and historic performance against selected performance indicators.

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- 3.10 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. The performance data contained in the attached report relates directly to the Council's priorities and objectives.
- 3.11 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 2, 2011/12 shows a decrease in the amount of time lost due to sickness absence compared to the same period last year (April – September).
- 3.12 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.

Customer / Equalities and Diversity Implications

- 3.13 It is anticipated that the introduction of the customer focused measures will improve the services provided and the experiences of our customers, giving Members and officers a clearer picture of what matters to residents and an enhanced ability to respond to and proactively address issues as they arise.
- 3.14 Customer service performance indicators included 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.
- 3.15 Enhanced performance will assist to improve customer satisfaction.
- 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.

4. RISK MANAGEMENT

- 4.1 Assessing the Council's performance forms part of the Council's approach to risk management.
- 4.2 The proposed changes to a system of measures should allow issues to be identified much sooner, helping the Council to manage risk.

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5. **APPENDICES**

Appendix 1 – Quarter 2, 2011/12 Corporate Performance Report, period ending 30 September 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.

AUTHORS OF REPORT

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Redditch Borough Council Corporate Performance Report
Quarter 2, 2011/12 - Period Ending September 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 2 (July - September) 2011/12 and where there is comparative data available; the data relates to a year to date (April - September) comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Area of Highest Need (AOHN)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Srvs (PRRH)		Total	
Total number of corporate performance indicators providing outturn data for quarter 2 where comparative data is available	5	%	17	%	0	%	0	%	5	%	27	%
Total number of indicators showing improvement compared to the same period last year ☺	3	60.0%	5	29.4%	NO COMPARABLE DATA AVAILABLE FOR THESE PIS		NO OUTTURNS EXPECTED THIS QUARTER		2	40.0%	10	37.0%
Total number of indicators showing a decline compared to the same period last year ☹	2	40.0%	11	64.7%					3	60.0%	16	59.3%
Total number of indicators showing no change compared to the same period last year** 😐	0	0.0%	1	5.9%					0	0.0%	1	3.7%

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

Key Findings for Quarter 2

This report shows that of the 27 indicators reported this quarter, 37.0% 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 3.1 days compared to the same period last year. Likewise, the amount of residual waste per household has reduced by more than 13 kilograms when compared to the same period last year, it is hoped this will be further enhanced by a recycling campaign to be run between November 2011 and January 2012.

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 to 91.52% due to officers failing to sign invoices and return them in a timely manor to accounts payable. In addition, there have been over 22% fewer people attending sports development session. Although the summer programme was successful, there has been a reduction in attendance in September as a consequence of Sport Unlimited funding cut. In addition there has been a shortage of staff and the cessation of Active Clubs due to the end of Extended Services funding. Work is under way to start the Active Clubs up again with local partners in a more sustainable programme.

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

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

Redditch Borough Council Corporate Performance Report
Quarter 2, 2011/12 - Period Ending September 2011

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Amount of housing benefit overpayments recovered as a % of all HB overpayments	77.93%	74.87%	☹	75.99%	67.15%	Amount of overpayments identified in quarter 2 (£185,820) were higher than in quarter 1 (£167,425), and any previous Quarter 2 period. Although compared to the same year to date period last year recovery is slightly lower.
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	12.30	9.20	☺	13.40	11.35	Processing times have continued to improve - a number of factors may have caused this, in the last quarter there was a substantial increase over the previous quarter in the number of change events actioned - these are usually more quickly actioned than new claims and so can reduce average processing times. Secondly transformation work has led to claims being processed while the customer is present which has reduced time taken and linked to this is an increase in the number of people directly processing claims which has enabled more claims to be decided.
% of invoices paid by the Council within 30 days of receipt	92.77%	91.52%	☹	93.55%	92.39%	Increase in processing time. As officers have been failing to sign invoices and return in a timely manner to accounts payable, a corporate message was recently been sent out in Oracle to encourage officers to return invoices within 4 days. Role out of automated ordering system still in progress; it is anticipated this will be complete by the end of March 2012.
Number of working days / shifts lost to the local authority due to sickness absence per FTE (full time equivalent) staff members (days)	4.91	*4.20	☺	9.02	10.16	Increase in sickness from last quarter (1.96 days in Q1, 2.12 days in Q2) and decrease in sickness from the same period last year. Decrease in full time equivalent staff due to the sharing of services. We are in the process of revising the sickness absence reporting procedures across both Councils, the out-turn figure should therefore be regarded as an estimate.
% of council tax collected by the authority in the year	58.38%	58.53%	☺	97.23%	97.69%	Collection rate is marginally better than for the same period last year.
% of customers satisfied with the service received (CSC)	NA	99.44%	NA	NA	NA	Fewer customers were surveyed in this period, partly because a high volume of customers are now being served by Revenues and Benefits specialists; however numbers of customers satisfied remains consistently high.
% of complaints handled within the agreed time frames	77.50%	70.30%	Contextual	NA	81.25%	This is a slight drop in the percentage of complaints dealt with within agreed timescales compared with the same period last year. The number of complaints has increased as expected as we encourage staff to record feedback. The number of complaints escalated for further review has decreased by 93%.

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 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of affordable homes delivered	58	17	Contextual	111	100	A total of 2 mortgage rescue properties and the last 13 shared equity homes (Homebuy Direct - Kickstart) at Windsor Road have been delivered. The Windsor Road site is now complete.
Number of racial incidents recorded by the authority per 100,000 population (contextual)	19.05	7.62	Contextual	24.15	29.21	There continues to be a reduction in reports across all reporting routes which is being addressed by the joint partnership, which will be delivering an updated publicity programme to increase awareness of a variety of reporting procedures.
% 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 Partnership.
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	1,640	1,796	☹	3,469	3,241	The total of 873 BCS comparator crimes in Q2 is slightly lower than Q1 (down 5% or 50 offences), however the longer term trends indicate an increasing trend with 64 (8%) more offences than Q2 last year, and a year to date increase of 10% (156 offences) compared to the same period in 2010/11. Furthermore, performance is significantly worse than peers, ranking 14th out of 15. Currently this performance is being investigated by the Redditch Community Safety Partnership to ascertain the reason why and what interventions can be put in place.
Number of people using the Dial-A-Ride service	17,670	16,924	☹	32,865	35,196	Slight reduction due to unplanned vehicle down time which has since been resolved. The service is also proactively publicising itself to increase new customer registrations.
Number of people using the Shopmobility service	8,314	8,497	☺	19,238	16,252	Slight increase on numbers for same period last year. Supervisor will be attending events and forums to promote the service.
% of lifeline calls answered within 1 minute	99.40%	99.40%	☹	NA	99.24%	This is within Telecare Services Association TSA target of 97.5%
% of CCTV incidents which are proactive monitoring	NA	18.45%	NA	NA	NA	2011/12 is the baseline year for this new performance indicator.
Number of CCTV evidential seizures	NA	23	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	49,151	40,550	☹	44,364	62,073	Decrease from comparable period 2010/11 due to 2 annual funfares not taking place (1 at Birchfield Road & 1 at Arrow Valley Countryside Centre which accounts for approximately 10,000 visits). The new events team developed through the shared service process will look to address the short fall in attendance in 2012/13.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Attendance at community centres	87,391	88,064	☺	151,650	180,439	Increase from comparable period last year due to booking session running over the school holiday period.
Attendance at sports development sessions	29,556	22,858	☹	59,741	62,241	There have been over 22% fewer people attending sports development sessions when comparing the first two quarters in 2010/11 with 2011/12. Although the summer programme was successful, due to the loss of external funding relating to extended services and schools sports partnership there has been a reduction in attendance linked to a lower number of partnership programmes being delivered. The reduction in attendance is a concern given the well documented issues around health inequalities in Redditch and officers are developing programmes to re-start the Active Clubs with local partners on a sustainable delivery model/programme.
Attendance at arts development sessions	8,729	5,603	☹	9,851	14,236	Performance is down when compared to the same period last year as there has been no September Arts Festival (one off external funding).
Number of visitors to Palace Theatre	18,365	16,211	☹	44,857	53,015	There have been 846 users & 3 performances in the last quarter which is an improvement compared to the same quarter for last year. The implemented service structure changes are now beginning to take effect and the revised programming will start to develop larger audiences in the second half of the year.
Number of people visiting leisure centres	285,005	285,598	☺	565,157	569,187	Comparable with same period last year; a slight increase of 593 visitors.
Number of visitors to the Museum & Bordesley Abbey Visitors Centre	16,677	16,581	☹	15,068	21,347	Attendance slightly down in comparison to previous year performance due to the summer holiday shark exhibition proving 7% less popular than last years dinosaurs exhibition. Feedback gathered from the attendees will help shape next summers programme.
Number of visitors to the Abbey Stadium & Hewell Road Swimming Pool	162,231	154,855	☹	291,081	296,945	Decrease on comparable period from 2010/11 due to Abbey Stadium temporary building closures due to project work.
Household waste collection (kg per head)	90.58	87.82	☺	86.59	90.19	The amount of household waste collected per head of population has improved by 2.76kg when compared to the same period last year.
Residual waste per household (kgs)	297.95	284.54	☺	574.94	569.17	The amount of residual household waste has decreased by 13.41 kgs when compared to the same period last year. Recycling campaign runs from November - January.

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
% of household waste re-used, recycled or composted	27.58%	27.30%	☹	28.30%	28.73%*	Increase on tonnage sent for recycling compared with last quarter (Q1 - 26.33%, Q2 - 28.27%), however the overall quantity also rose giving a very similar outturn to the same period last year.
Improved street and environmental cleanliness - levels of litter	NA	12.50%	NA	NA	NA	This is a new indicator. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable. Compared with Q1, the levels of litter appear almost unchanged (12.16% in Q1 and 12.96% in Q2).
Improved street and environmental cleanliness - levels of detritus	NA	25.78%	NA	NA	NA	This is a new indicator. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable. Compared with quarter 1, the number of surveys below standard has fallen quite significantly (from 25 in Q1 to 8 in Q2) resulting in the quarterly snapshot falling from 33.78% to 14.81%.
Number of fly-tipping incidents dealt with	672	*859	☹	NA	NA	An increase in the number of fly-tips may be due to a number of duplicate enquiries or enquiries relating to private land being included – the figure will be updated at the Q3 return.
Number of fly-tipping enforcement actions	94	85	☹	NA	NA	There are slightly fewer enforcement actions for Q1 & Q2 this year.

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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

Planning and Regeneration, Regulatory and Housing Services **Redditch Borough Council Corporate Performance Report**
Quarter 2, 2011/12 - Period Ending September 2011

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of households living in temporary accommodation (Snapshot)	7	6	☺	7	3	Housing Options team are being proactive in minimizing the use of temporary accommodation despite increases in households approaching the authority for assistance.
Average time taken to re-let local authority housing (days)	18.99	20.68	☹	22.92	19.55	The voids performance has improved on the 1st quarter and is within our service target for 2011 to 2012 (25 days). In comparison with last year the outturn performance is due to the re-housing of tenants from Roxboro House following Council's decision to make the building surplus to the Council's stock.
Rent arrears as a percentage of rent roll	NA	3.30%	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 quarterly comparative data available.
Processing of major planning applications determined within 13 weeks	80.00%	66.67%	☹	100%	76.92%	1 major application determined this quarter, and it was determined within the 13 weeks giving us our best % performance since the first quarter of 2010/2011.
Processing of minor planning applications determined within 8 weeks	100.00%	98.41%	☹	95.24%	100%	2 applications determined out of time this quarter, which although still within the national target, is the lowest our figures have been since the 3rd quarter of the financial year 2009/2010. However the reason for this is due to the fact that these applications had to be reported to committee.
Processing of other planning applications determined within 8 weeks	93.88%	98.88%	☺	98.16%	95.40%	1 application determined out of time this quarter. This was caused due to an administrative oversight within another council department that resulted in our office not receiving information that validated the application until it was 6 weeks old.
Percentage of business centre units vacant	NA	31.43%	NA	NA	TBC	Demand for units is low but this usually picks up during the Autumn.
Number of businesses provided with financial incentives (early evening economy)	NA	NA	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 late Autumn.
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 began in September. There are a number of grants being processed but none paid yet.
Number of businesses provided with grants or training: business booster grant	8	1	NA	NA	11	The business booster grant was temporarily suspended whilst it was standardised across the 3 districts of North Worcestershire. A campaign to promote it is planned.
Number of businesses provided with grants or training: manufacturers' grant	NA	NA	NA	NA	NA	The Manufacturing Advisory Service (MAS) was planned to be the delivery partner for this grant. MAS is now a national organisation so a new method of delivery is being developed.

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Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	

Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Key Findings for Quarter 1	☹	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

**EXECUTIVE
COMMITTEE**

6th December 2011

APRIL – SEPTEMBER (QUARTER 2) - FINANCE MONITORING REPORT 2011/12

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	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report details the Council's financial position for the period April to September 2011 (Quarter 2 – 2011/12).

2. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that

- 1) the current financial position on Revenue and Capital be noted, as detailed in the report; and**
to RECOMMEND that
- 2) the re-allocation of £40,000 of Regional Housing Pot grant currently allocated to Interim Management Order to Houses in Multiple Occupation (HMO) Grants be approved.**

3. KEY ISSUES

- 3.1 This report provides details of the financial information across the Council. The aim is to ensure Officers and Members can make informed and considered judgement of the overall position of the Council.

Financial Implications

- 3.2 A separate finance report for each department plus a council summary is shown on the following pages.
- 3.3 The Council set a balanced budget in February 2011 for the financial year 2011/12. Within the budget were included savings of £927K which were not fully identified. These included savings relating to shared services, Transformation, vacancies with the Council and changes to Terms and Conditions.

**EXECUTIVE
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**Revenue Budget summary Quarter 2 (April – September) 2011/12 –
Overall Council**

- 3.4 The current financial position for services delivered within the Borough is detailed in the table below.
- 3.5 Internal recharges have not been included in these figure to allow comparison from budget to actual.

Service Head	Budget 2011/12 £'000	Budget April - September £'000	Actual spend April – September £'000	Variance to date April - September £'000	Projected Variance £'000
Environmental Services	3,430	1,907	1,783	(124)	(104)
Community Services	1,962	961	888	(73)	(30)
Regulatory Services	1,347	684	678	(6)	0
Leisure & Cultural Services	3,404	1,690	1,608	(82)	40
Planning & Regeneration	2,029	1,000	823	(177)	(125)
Customer Services	921	490	450	(40)	(10)
Finance & Resources	5,759	2,821	2,615	(206)	(92)
Legal, Equalities & Democratic Services	1,314	702	590	(112)	(26)
Policy, Performance & Partnerships	589	317	285	(32)	0
Business Transformation	883	504	466	(38)	0
Head of Housing Services	1,053	526	488	(38)	(30)
Corporate Services	327	164	127	(37)	(30)
SERVICE TOTAL	23,018	11,766	10,801	(965)	(407)

**EXECUTIVE
COMMITTEE**

6th December 2011

Financial Commentary

- 3.6 Owing to the additional number of staff who are now entitled to claim essential car user allowance together with the increase in the HMRC (Her Majesty's Revenue and Customs) mileage rate, there is a projected saving of £8,000 to be delivered against the anticipated saving of £115,000.
- 3.7 Other main variances on both anticipated savings and current underspends include:
- i) An additional £14,000 New Homes Bonus than budgeted;
 - ii) External Funding to Waste collection of £101,000;
 - iii) Various savings from Vacant Posts;
 - iv) There is a £66,000 saving from the cost of Internal Audit following its transfer to WETT.
- 3.8 The Finance Team is working with Service Managers to identify further savings and underspends to deliver the required savings whilst ensuring that the quality of service delivered to the community is not affected.

Capital Budget summary Quarter 2 (April - September) 2011/12 – Overall Council

Department	Budget 2011/12 £'000	Actual spend April – September £'000	Balance To 31st March 2011 £'000
Business Transformation	163	138	25
Environmental Services	3,544	1,246	2,298
Planning & Regeneration	47	5	42
Regulatory Services	152	5	147
Community Services	1,413	402	1,011

**EXECUTIVE
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6th December 2011

Leisure & Cultural Services	6,765	6,694	71
Finance & Resources	657	26	631
Head of Policy, Performance & Partnerships	180	-	180
Housing Services (inc HRA)	7,116	4,076	3,040
Total	20,037	12,592	7,445

Financial Commentary:

- The major variances are due to the fact some capital projects have not yet been started during 2012.
- The Abbey Stadium Project is due to be completed by April 2012.
- Finance Officers are working with Heads of Service to establish the timetable for major projects.

Treasury Management

- 3.9 The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance prudential indicators and is used to manage risks arising from financial instruments. Additionally treasury management practices are followed on a day to day basis.

Credit Risk

- 3.10 Credit risk arises from deposits with banks and financial institutions, as well as credit exposures to the Council's customers. Credit risk is minimised by use of a specified list of investment counterparty criteria and by limiting the amount invested with each institution. The Council receives credit rating details from its Treasury Management Advisers on a daily basis and any counterparty falling below the criteria is removed from the list.

**EXECUTIVE
COMMITTEE**

6th December 2011

3.11 At 30th September 2011, short-term investments comprise:

	30th June 2011 £000	30th September 2011 £000
Deposits with Banks/Building Societies	10,500	15,800

Income from investments

- 3.12 An investment income target of £132k has been set for 2011/12 using a projected rate of return of 0.75% - 1.50%. During the past financial year, bank base rates have remained at 0.50% and current indications are projecting minimal upward movement for the short-term.
- 3.13 In the 3 months to 30 September, the Council earned income from investments of £41k. The Council is on track to achieve the budget on investments for 2011.

General Fund Balances

- 3.14 The General Fund Balance as at the 31st March 2011 is £1,564,495; the budget set in February 2011 included an estimated use of balance of £494,956.

Legal Implications

- 3.15 No Legal implications have been identified.

Service / Operational Implications

- 3.16 Sound performance management and data quality are keys to achieving improved scores in the Use of resources judgement. This performance report supports that aim.

Customer / Equalities and Diversity Implications

- 3.17 Performance Improvement is a Council Objective.

4. RISK MANAGEMENT

Risk considerations are covered within the report.

EXECUTIVE COMMITTEE

6th December 2011

5. APPENDICES

- Appendix 1 - Environmental Services
- Appendix 2 - Community Services
- Appendix 3 - Regulatory Services
- Appendix 4 - Leisure & Cultural Services
- Appendix 5 - Planning & Regeneration
- Appendix 6 - Customer Services
- Appendix 7 - Finance & Resources
- Appendix 8 - Legal, Equalities & Democratic Services
- Appendix 9 - Policy, Performance & Partnerships
- Appendix 10 - Business Transformation
- Appendix 11 - Housing Services
- Appendix 12 - Corporate Services.

6. BACKGROUND PAPERS

None.

AUTHOR OF REPORT

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Appendix 1
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Environment

Revenue

	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr-Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Environmental Services	505	248	246	(2)	505	0
Env. Services Man. (Depot)	516	258	248	(10)	516	0
Highways & Drainage	438	241	239	(2)	435	(3)
Manager Bereavement Services	(265)	(46)	(33)	13	(265)	0
Manager Lands. & Cleansing	37	90	95	5	37	0
Manager Supplies And Transport	102	51	54	3	102	0
Manager Waste Collection	1,175	588	461	(127)	1,074	(101)
Manager Waste Management	922	477	473	(4)	922	0
TOTAL	3,430	1,907	1,783	(124)	3,326	(104)

The projected variance on Highways and Drainage is due to a vacant post, part of the savings from this are being used to fund temporary staffing arrangements there is also a projected loss on car parking income.

The saving on Waste Collection is due to funding from WCC towards Waste Strategy which was not anticipated in the original estimates for 2011/12.

Appendix 1
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Environment

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Improved Parking Scheme	261	94	56	150	111
Vehicle Purchase - Cleansing	571	-	278	278	293
L'Scape Imp Programme	175	58	62	120	55
Recycling Project	90	-	-	-	90
Town Centre Landscape Scheme	465	6	-	6	459
Park Infrastructure	30	-	-	-	30
Liveability	4	-	2	2	2
Brockhill Community Woodlands	5	-	-	-	5
L'Scaping Astwood Bank	4	-	3	3	1
Oakenshaw Spinney	8	5	2	7	1
Oakenshaw Woods	7	-	1	1	6
Greenlands Pub Open Space	9	2	-	2	7
Wirehill Woods	12	-	-	-	12
Crematorium Enhancement	758	-	-	-	758
Drainage Works Cemetery	14	3	-	3	11

Appendix 1
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Environment

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Est Enhancement - Lodgepark	384	256	11	267	117
Est Enhancement - Woodrow	59	31	0	31	28
Est Enhancement - Winyates	238	127	6	133	105
Crematorium Extension	35	2	-	2	33
Land Drain Works - Old Forge Dr	150	155	83	238	(88)
Crossgate Depot Imps 2010	80	3	-	3	77
Culvert & Ditch Pitcheroak Woods	40	-	-	-	40
C'Hill Brook Culvert & F/Bridge	20	-	-	-	20
Foxlydiate Crescent Lighting	25	-	-	-	25
C'Hill Brook Footpath Imps	20	-	-	-	20
Flood Alleviation	80	-	-	-	80
Total	3,544	742	504	1,246	2,298

Appendix 2
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Community Services

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Community Services	1,614	787	685	(102)	1,584	(30)
Control Centre Manager	293	147	165	18	293	0
Manager Care & Repair	55	27	39	12	55	0
TOTAL	1,962	961	888	(73)	1,932	(30)

Saving is due to maternity leave savings and vacant hours

Appendix 2
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Community Services

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Hmo Grants	26	7	-	7	19
Energy & Efficiency Installs	116	10	26	36	80
Micro Gen Tech	2	1	-	1	1
Interim Man Orders	49	-	-	-	49
Small Area Improvements	100	48	-	48	52
CCTV/Lifeline	34	17	4	21	13
P/S Hsg Computer System	10	-	-	-	10
Strat Hsg Research & Dev	50	59	11	70	(20)
Home Repairs Grant(Over 60'S)	228	11	-	11	217
Disabled Facilities Grant	798	208	-	208	590
Total	1,413	361	41	402	1,011

Appendix 3
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Regulatory

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Environmental Health	1,169	584	588	4	1,169	0
Manager Taxi Licensing	179	99	90	(10)	179	0
TOTAL	1,347	684	678	(6)	1,347	0

No variances to report.

Appendix 3
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Regulatory

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Regulatory Shared Services	100	-	-	-	100
Contaminated Land(Bdc)	52	5	-	-	47
Total	152	5	-	-	147

Appendix 4
Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Leisure & Cultural

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Business Development	27	0	2	3	27	0
Cultural Services	944	500	425	(76)	944	0
Leisure & Cultural Man	255	127	188	60	255	0
Parks & Green Spaces	919	418	389	(29)	925	6
Sports Services	1,260	644	605	(39)	1,294	34
TOTAL	3,404	1,690	1,608	(82)	3,444	40

The projected Variance on Sports Services relates to under achievement in additional income target on the Reddicard and Golf Course. This target has not been achieved and in addition to a marketing campaign being introduced the shortfall will be addressed as part of the budget review for 2012/13.

A saving from Business Rates in relation to the Golf Course has reduced the overall shortfall.

The variance on Cultural Services is due to additional income on Palace Shows at this time of year.

The variance on Leisure and Cultural Management is due to the recent Leisure Review, the new management structure has been implemented and budgets and recharges have not yet been fully adjusted.

Appendix 4
Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Leisure & Cultural

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Abbey Stadium Consultation	6,746	4,958	1,718	6,676	70
South Street S106 Fund	19	8	9	18	1
Total	6,765	4,966	1,727	6,694	71

No significant variances.

Appendix 5
Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Planning & Regeneration

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Building Control	310	156	132	(25)	288	(22)
Economic Development	202	101	75	(26)	190	(13)
Head Of Planning & Regeneration	43	21	24	2	43	0
Planning Services	1,474	721	592	(129)	1,385	(90)
TOTAL	2,029	1,000	823	(177)	1,905	(125)

The savings relate to salary savings due to 2 members of staff working for BDC currently and additional income due to more applications on Building Control.

Appendix 5
Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Planning & Regeneration

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Train Station Project	25	5	-	-	20
Idox Uniform Software	22	-	-	-	22
Total	47	5	-	-	42

Appendix 6
Budget Summary Quarter 2
(April - September) 2011/12 - Head Of Customer Services

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Customer Support Services	921	490	450	(40)	911	(10)
TOTAL	921	490	450	(40)	911	(10)

The underspend is due to efforts to minimise spend to essential items only.

Appendix 7
Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Finance & Resources

Revenue

	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Asset Maint	1,009	637	687	50	984	(25)
Audit Services	108	54	(6)	(60)	43	(65)
Benefits	1,319	620	597	(23)	1,319	0
Corporate Management	1,091	523	506	(17)	1,091	0
Council Tax	1,000	500	404	(95)	1,000	0
Financial Services	678	339	327	(12)	678	0
Head Of Resources	43	22	24	3	43	0
Human Resources	487	243	226	(18)	487	0
Procurement	78	39	14	(25)	78	0
Property Management	(53)	(155)	(162)	(8)	(56)	(2)
TOTAL	5,759	2,821	2,615	(206)	5,667	(92)

There have been net savings on Business Rates in relation to properties owned by the Borough which will result in an underpend of £25k (asset maint) and £2k (Property Management) following changes in the Valuation List.

In addition there has been a reduction in charge from due to the new shared services arrangements with Worcestershire Internal Audit Services.

Appendix 7
Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Finance & Resources

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Benefits Replacement System	13	4	-	4	9
Energy Manage/ Measure	25	-	-	-	25
Public Building	309	9	13	22	287
Energy Management System 2010	100	-	-	-	100
Hewell Rd Pool Works	210	-	-	-	210
Total	657	13	13	26	631

Appendix 8
Budget Summary Quarter 2
(April - September) 2011/12
Head Of Legal, Equalities, & Democratic Services.

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Civic Support	104	52	40	(13)	104	0
Democratic Services	569	289	253	(35)	569	0
Elections	246	163	144	(19)	246	0
Legal Services	395	198	153	(44)	369	(26)
TOTAL	1,314	702	590	(112)	1,288	(26)

The net underspend for the department relates to a number of issues including:

- Vacancies in the department which have been kept on hold pending the implementation of the shared service with Bromsgrove District Council.
- Officers have enabled access to electronic information resulting in an underspend on books and publications.
- A delay in payments made to Bromsgrove District Council to support the shared election service and additional efficiencies within the shared service generally.

Appendix 9
Revenue Budget Summary Quarter 2
(April - September) 2011/12
Policy Performance And Partnerships

REVENUE

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Communications	235	117	90	(28)	235	0
Policy Performance & Partnership	214	130	126	(4)	214	0
Print & Reprographic Services	140	70	70	0	140	0
TOTAL	589	317	285	(32)	589	0

No underspend expected in 2011/12 as there is a delay in invoicing from BDC on Communications.

Appendix 9
Revenue Budget Summary Quarter 2
(April - September) 2011/12
Policy Performance And Partnerships

Capital

Capital Scheme	Budget £'000	YTD Actuals £'000	Commitments £'000	Actual + Commitments £'000	Balance £'000
Solar Panels	180	-	-	-	180
Total	180	-	-	-	180

Appendix 10
Revenue Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Business Transformation

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Business Transformation	708	354	325	(29)	708	0
Head Of Business Transformation	51	25	23	(3)	51	0
IT Licences Direct Services	124	124	118	(6)	124	0
TOTAL	883	504	466	(38)	883	0

No savings predicted to end of year.

Appendix 10
Revenue Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Business Transformation

Capital

Capital Scheme	Budget £000	YTD Actuals £000	Commitments £000	Actual + Commitments £000	Balance £000
IT Replacement Programme	62	38	8	46	16
Members ICT Facilities	11	1	1	2	9
New Telephone System	90	63	27	90	-
Total	163	102	36	138	25

Appendix 11
Revenue Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Housing & Community

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Housing General Fund	1,053	526	488	(38)	1,023	(30)
TOTAL	1,053	526	488	(38)	1,023	(30)

Savings are due to vacant posts.

Appendix 11
Revenue Budget Summary Quarter 2
(April - September) 2011/12 – Head Of Housing & Community

Capital

Capital Scheme	Budget £000	YTD Actuals £000	Commitments £000	Actual + Commitments £000	Balance £000
Catch Up Rep-Bath Replacements	635	347	213	560	75
Catch Up Rep-Kitchen Upgrades	2,053	868	434	1,302	751
Catch Up Repairs	748	547	5	552	196
Asbestos General	238	80	-	80	158
Structural Repairs	172	56	-	56	116
General Roofing	134	119	-	119	15
Rewiring	632	222	195	417	214
Upgrade Of Ch Systems	707	278	348	626	81
Window Replacements	120	25	-	25	95
Roof Works – C/Hill & Wood	97	13	33	46	52
Disabled Adaptations	674	242	3	245	429
Security Door Entry Scheme	220	4	12	16	204
Housing Management It System	100	-	-	-	100
Solid Wall Insulation	300	-	-	-	300
Repairs To Sheltered Hsg Stock	166	24	8	32	134
Winslow Close Heating	120	-	-	-	120
Total	7,116	2,825	1,251	4,076	3,040

Appendix 12
Revenue Budget Summary Quarter 2
(April - September) 2011/12 –Corporate Services

Revenue

Service	Budget 2011/12 £'000	Profiled Budget Apr- Sept 2011/12 £'000	Apr-Sept 2011/12 Actual (inc commitments) £'000	Apr- Sept 2011/12 Variance £'000	Projected Outturn 2011/12 £'000	Projected Variance 2011/12 £'000
Corporate Services	327	164	127	(37)	297	(30)
TOTAL	327	164	127	(37)	297	(30)

A contribution has been made by Bromsgrove District Council towards Admin Support. This is additional income as it was not anticipated during the budget setting process.

**EXECUTIVE
COMMITTEE**

6th December 2011

**QUARTERLY MONITORING OF WRITE OFFS –
1ST APRIL TO 30TH SEPTEMBER 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	
Ward Councillor Consulted	
Key Decision / 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 half of 2011/12 and to note the profile of outstanding debt.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

subject to any comments, 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
Sundry Debtors	<u>358,000</u>
Total	<u>1,324,000</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

6th December 2011

Legal Implications

3.4 No legal implications have been identified.

Service/Operational Implications

3.5 No direct implications have been identified.

Customer / Equalities and Diversity Implications

3.6 No direct implications have been identified.

4. RISK MANAGEMENT

No risks have been identified.

5. APPENDICES

Appendix 1 - Write offs 1st April 2011 – 30th Sept 2011.
Appendix 2 - Aged Debt Profile for Sundry Debts and Former
Tenant Arrears.
Council Tax Arrears and Business Rates Arrears
as at 30th September 2011.

6. BACKGROUND PAPERS

There are no background papers with this report.

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

6th December 2011

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

Council Tax Period		01/04/11 - 30/09/11
CT – 01	Gone away	2,585.04
CT – 02	Deceased no funds in estate	182.50
CT – 03	Bankruptcy	9,312.58
CT – 04	Statue Barred	0.00
CT – 05	Remitted by Court	0.00
CT – 06	Uneconomical to pursue	2,022.01
CT – 07	Committal Sentence	0.00
CT – 08	Admin Order/IVA	318.17
CT – 09	Automatic w/o +1/-1p	-0.14
CT – 10	Balance under £5.00	159.42
CT – 11	Other	2,270.81
CT – 12	Credits - unable to refund	-10,988.17
	Total	5,862.22

NDR Period		01/04/11 – 30/09/11
NDR – 01	Gone away	393.04
NDR – 02	Encon	0.00
NDR – 03	Liquidation/Winding up	72,257.78
NDR – 04	Statue Barred	0.00
NDR – 05	Remitted by Court	0.00
NDR – 06	Uneconomical to pursue	31.62
NDR – 07	CVA	0.00
NDR – 08	Discretionary/Hardship	0.00
NDR – 09	Automatic w/o +1/-1p	0.00
NDR – 10	Ratepayer deceased	0.00
NDR – 11	Credits – unable to refund	-7,781.82
	Total	64,900.62

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

6th December 2011

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

Sundry Debts		
Period		01/04/11 - 30/09/11
SDR – 01	Gone away	20,475.25
SDR – 02	Encon	0.00
SDR – 03	Liquidation/Bankrupt	3,694.80
SDR – 04	Statue Barred	23,760.09
SDR – 05	Remitted by Court	0.00
SDR – 06	Uneconomical to pursue	52,812.19
SDR – 07	CVA	0.00
SDR – 08	Discretionary/Hardship	0.00
SDR – 09	Automatic w/o +1/-1p	0.00
SDR – 10	Ratepayer deceased	4,446.84
SDR – 11	Credits - unable to refund	0.00
	Total	105,763.70

Former Tenant Arrears		
Period		01/04/11 - 30/09/11
FTA – 01	Gone away	15,324.16
FTA – 02	Encon	0.00
FTA – 03	Liquidation/Bankrupt	3,127.58
FTA – 04	Statue Barred	4,199.24
FTA – 05	Remitted by Court	0.00
FTA – 06	Uneconomical to pursue	60,355.88
FTA – 07	CVA	0.00
FTA – 08	Discretionary/Hardship	0.00
FTA – 09	Automatic w/o +1/-1p	0.00
FTA – 10	Ratepayer deceased	8,498.56
FTA – 11	Credits - unable to refund	0.00
	Total	91,505.42

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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6th December 2011

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

Age	Sundry Debts	Former Tenant Arrears
	£	£
0 - 3 months	880,172.38	36,680.05
3 - 6 months	183,187.77	22,031.08
6 - 12 months	229,139.11	59,318.80
12 - 24 months	248,447.74	84,496.25
24 months and over	690,585.35	222,558.14

Council Tax	
Year	Arrears Total as at 30/09/11
1993/94	-331.40
1994/95	-229.38
1995/96	-241.98
1996/97	555.72
1997/98	1,374.07
1998/99	4,407.32
1999/00	9,680.26
2000/01	16,642.91
2001/02	30,586.86
2002/03	38,147.72
2003/04	50,241.87
2004/05	97,142.76
2005/06	124,973.46
2006/07	184,167.41
2007/08	235,066.40
2008/09	280,878.35
2009/10	332,655.65
2010/11	513,492.84
2011/12	14,635,633.00
	16,554,843.84

REDDITCH BOROUGH COUNCIL**EXECUTIVE
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6th December 2011

Business Rates	
Year	Arrears Total as at 30/09/11
2000/01	-7,009.81
2001/02	-1,637.49
2002/03	14,347.75
2003/04	14,855.68
2004/05	26,319.51
2005/06	25,091.10
2006/07	69,622.14
2007/08	123,754.56
2008/09	171,961.28
2009/10	128,392.09
2010/11	248,848.86
2011/12	13,561,583.00
	14,376,128.67

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**BENEFITS IMPROVEMENT PLAN – QUARTERLY MONITORING –
JULY - SEPTEMBER 2011**

Relevant Portfolio Holder	Councillor Michael Braley, Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	All Wards
Ward Councillor Consulted	
Key Decision / 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
subject to any comments, the report be noted.**

3. KEY ISSUES**Financial Implications**

3.1 There are no specific financial implications.

Legal Implications

3.2 There are no specific legal implications.

Service/Operational Implications

3.3 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

3.4 There is currently one National Indicator for the Benefits Service, Speed of Processing, which has recently changed from measuring the average time taken to process new claims and change events for Housing Benefit and/or Council Tax Benefit claims, to separate

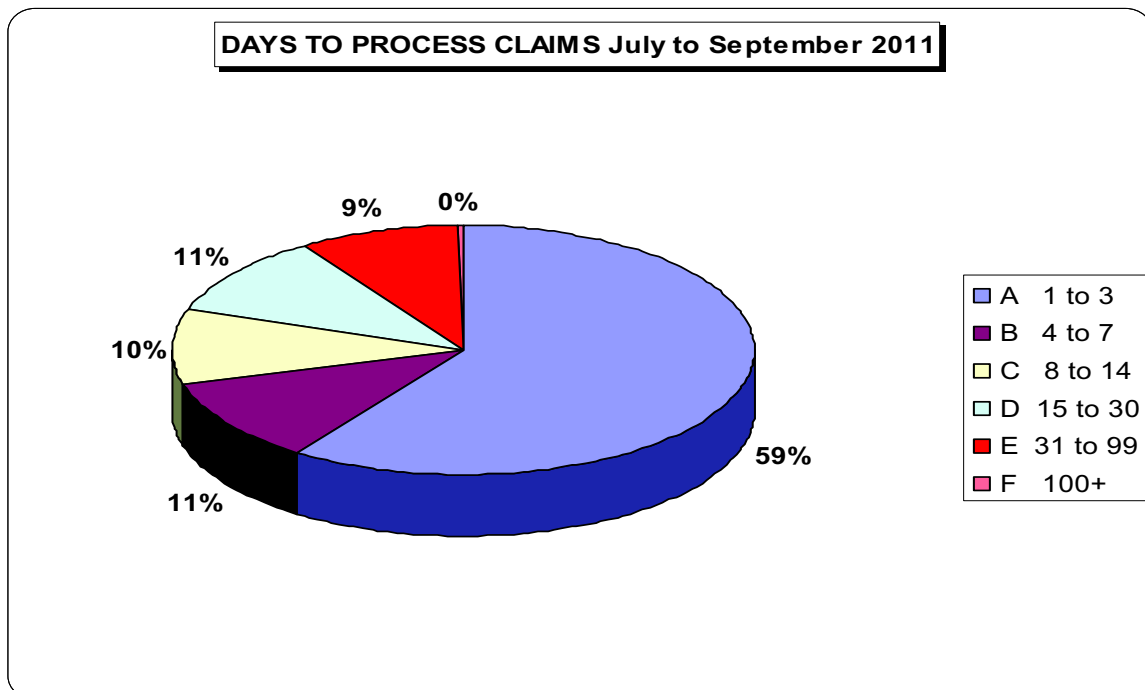
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indicators for new claims and change events. Performance against this indicator is shown below.

	July	August	September	Quarter 2
New Claims				
Average days	19	17	17	17
No. of claims	424	458	468	1350
Changes				
Average days	8	7	7	9
No. of claims	2491	2703	2889	8083
Combined	9	9	8	8

- 3.5 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. In the second quarter 59% of claims (new and change events) were decided in three days or less, up from 50% in the first quarter.



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3.6 National data for the second quarter is not yet available but the table below shows local data (where available) for the first quarter 2011/12.

Q1 2011/12 Speed of processing, by Local Authority	Average Times HB & CTB		Number of claims	
	New Claims	Change of circumstances	New Claims	Change of circumstances
GREAT BRITAIN	25	12		
Bromsgrove	18	10	629	2,594
Malvern Hills	22	7	674	3,625
Redditch	18	9	1,084	5,690
Worcester	20	8	1,426	6,298
Wychavon	21	8	1,132	4,536
Wyre Forest	24	9	1,186	8,624
Herefordshire	26	15	1,673	7,635
Cannock Chase	10	8	1,363	6,438
East Staffordshire	27	12	1,532	5,936
Lichfield	32	14	1,052	4,369
Newcastle-under-Lyme	30	11	1,546	7,329
South Staffordshire	16	8	895	4,205
Stafford	23	13	1,206	5,361
Staffordshire Moorlands	22	11	674	2,670
Tamworth	23	14	852	4,506
North Warwickshire	20	10	699	4,179
Nuneaton and Bedworth	23	25	1,615	6,786
Rugby	16	8	1,114	5,922
Stratford-on-Avon	23	8	854	6,104
Warwick	28	15	1,167	7,419
Cheltenham	17	..	1,230	..
Cotswold	16	8	690	5,035
Forest of Dean	18	14	669	4,318
Gloucester	19	7	1,782	11,102
Stroud	21	16	869	6,070
Tewkesbury	49	20	667	4,009

Source: DWP SHBE extracts

3.7 The live caseload has remained stable at around the 8000-8100 mark for over a year now but there still remains a large number of claims moving between work and out of work and back again. The monthly Economic Summary for September 2011, compiled by Worcestershire County Council, reported that unemployment in the United Kingdom had risen to 2.57 million which was 8.1% of the working age population. But for young people between 16-24 years of age the unemployment rate is 21.3%. Locally there were 2183 people unemployed in Redditch, slightly up from the last quarter.

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For the same period there were 731 reported vacancies (also up from last quarter) in Redditch with the ratio of vacancies to unemployed remaining in line with the County average 1:3. The highest rates of unemployment are Batchley and Brockhill (9%), Central (7.7%) and Greenlands (7.7%). The lowest rates were West (1.8%) and Astwood Bank and Feckenham (3.1%) compared to a County wide average of 3.8% of the working population.

Income Maximisation

- 3.8 The Income Maximisation Officers have continued their partnership work, particularly with DIAL and Age UK, to jointly promote welfare benefits and reduce fuel poverty. During the quarter 5 people were helped to claim both the Care and Mobility components of Disability Living Allowance and a further 5 claims for Attendance Allowance were successful. Additionally 4 new Housing Benefit claims, 9 Council Tax Benefit claims and 1 Pension Credit claim were successful.
- 3.9 The Income Maximisation Officer has also awarded Discretionary Housing Payments to help maintain tenancies and prevent homelessness. Ongoing work is being undertaken with Housing Option Officers to identify tenants who will be affected by the reductions in Local Housing Allowance rates and the appropriate advice given.

Overpayment recovery

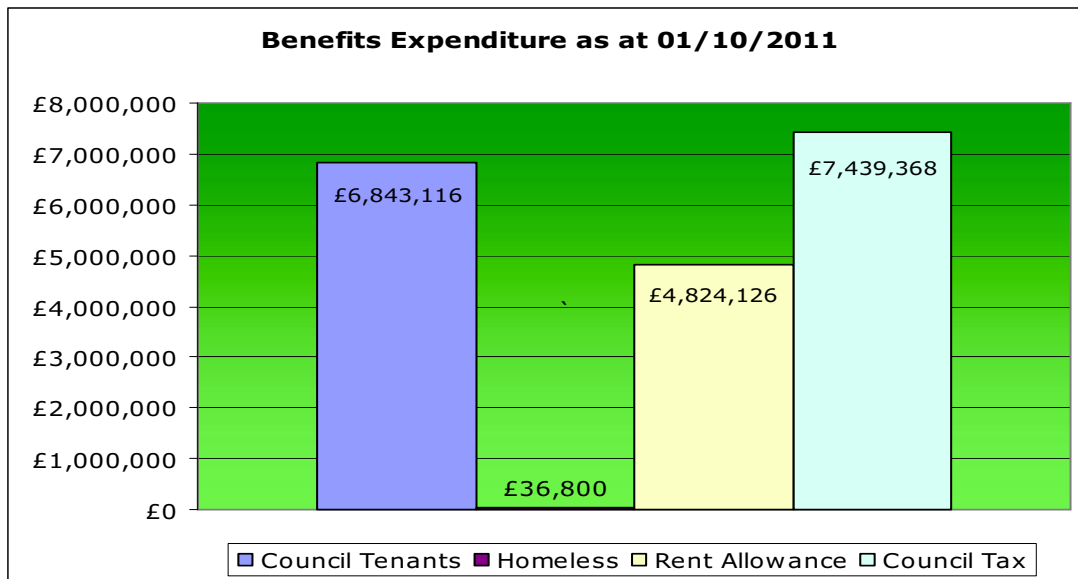
- 3.10 The amount of outstanding overpaid Housing Benefit at the beginning of the quarter was £1,250,747. A further £185,820 in overpaid Housing Benefit was identified in the quarter and £125,645 was recovered. This equates to 68% of the debt identified in the quarter being recovered and 9% of the total debt outstanding recovered.
- 3.11 The full cost of overpayments attributed to Local Authority error or delay can be fully met through subsidy as long as the overpayments are less than 0.48% of expenditure that attracts 100% subsidy. At the end of the second quarter expenditure attracting 100% subsidy was £17,859,467 and LA error or delay overpayments totalled £34,582 which is 0.19%. This will enable 100% subsidy to be paid, subject to an external audit.

Expenditure

- 3.12 Total expenditure at the end of the second quarter stood at £19,143,410, an increase of about £600,000 from the same period last year.

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Appeals

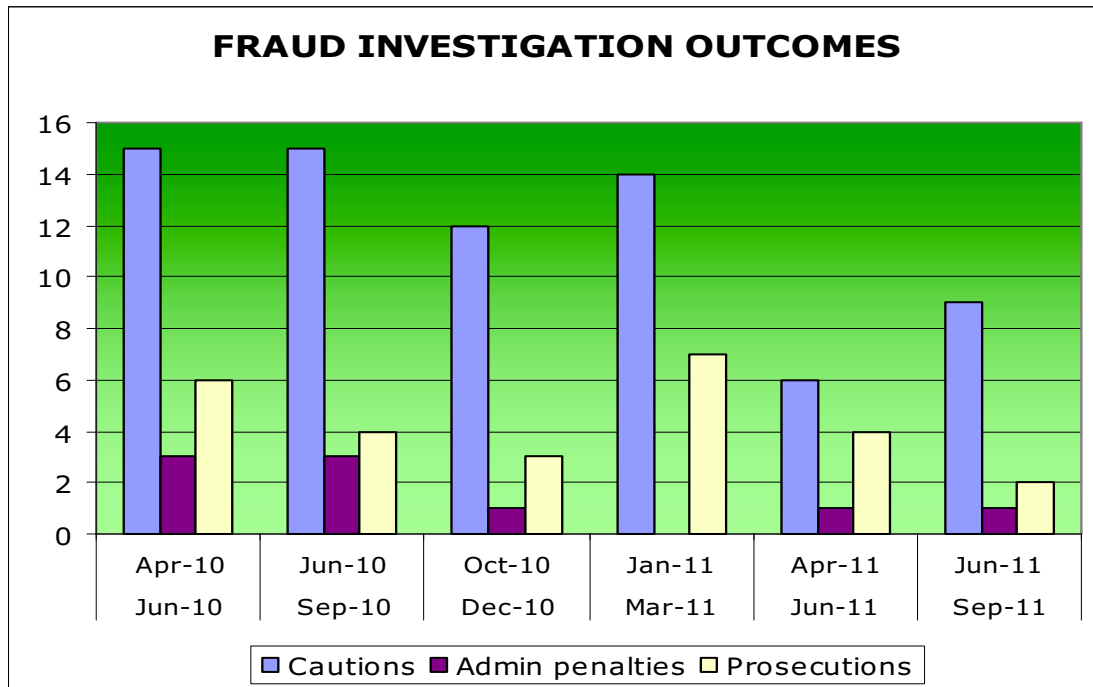
- 3.13 During the quarter, 16 decisions were formally challenged through the appeals process, 9 decisions were revised (before going to Tribunal) in the customers favour and 7 were revised not in the customers favour; 3 cases were withdrawn by the claimant before the Tribunal and 3 cases were heard by the tribunal service. In all 3 cases the original decision was upheld by the tribunal. All the appeals had an initial response within 15 days.

Counter Fraud work

- 3.14 In the quarter, 309 cases were reported where fraud was suspected: 79 from the public, 131 from data matching and 99 from other official sources. Following further Enquiries, 9 Cautions and 1 Administrative Penalty were issued and 2 cases were successfully prosecuted. The table below shows the results of the Investigation teams work:

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- 3.15 During the quarter 92 home visits were undertaken to establish that the correct level of Benefit was being paid. The visits resulted in 54% of the claims staying the same, 14% increasing and 32% decreasing.

Transformation

- 3.16 Work began in April 2011 on the Benefits Transformation intervention, but it was only during the second quarter that the test of a revised working method was extended to include all Benefit Officers. The initial analysis of demand from benefits customers to the Town Hall suggested that the process would be improved by having the benefit decision maker – the Benefit Officer – dealing directly with the customer. A rota was created where by Benefit Officers were available on the ground floor to meet customers with the intention of trying to resolve the enquiry in one go, including deciding the claim and explaining the award letters. For Benefits customers attending the Town Hall the outcome has been quicker decisions regarding their entitlement – the percentage of claims decided within 3 days has increased from around 50% of claims in the first quarter to 62% in August and September – although there have been other changes in processing tax credits that may have contributed to this increase as well. Customers also seem very happy with the service they have received. There have also been some additional benefits, such as a reported increase in the number of backdated awards being made and reduced telephone enquiries.

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This move to more direct contact with customers has stretched Benefit Officers capacity to carry out other aspects of their duties and work is underway to identify improvements in this area. Claims and information originating from the Department of Work and Pensions (DWP) are a major source of work and can add delays into the process. Work is about to be undertaken with the DWP to identify improvements.

Customer / Equalities and Diversity Implications

None specific.

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 overallowed Housing Benefit the Council will forego the ability to pursue debt recovery procedures with a consequential loss of income to the Council.

5. APPENDICES

None.

6. BACKGROUND PAPERS

Audit Commission re-inspection report.

AUTHOR OF REPORT

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**EXECUTIVE
COMMITTEE**

Date: 6th December 2011

**MAKING EXPERIENCES COUNT -
QUARTERLY CUSTOMER SERVICE REPORT**

Relevant Portfolio Holder	Councillor Michael Braley – Portfolio Holder, Corporate Management
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Ward Councillor Consulted	
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 second quarter of 2011/12.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

the update for the period 1st July 2011 to 30th September 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.

**EXECUTIVE
COMMITTEE**Date: 6th December 2011**Legal Implications**

- 3.3 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.

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 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.

EXECUTIVE COMMITTEE

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- 4.2 Failure to monitor actions in respect of the customer experience strategy could result in failure to progress.

5. APPENDICES

Appendix 1 - Making Experiences Count, Quarterly Customer Service Report Quarter 2 (RBC)

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

1st July – 30th September 2011

REDDITCH BOROUGH COUNCIL

*making
a
difference*

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 customers this quarter.

Customer Feedback Analysis

Compliment and Complaints Received

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

Dept	Compliments	Complaints	Complaint target met	Complaint Justified	Complaint not justified
Business Transformation	0	0	0	0	0
Community Services	4	2	2	1	1
Customer Services	8	7	7	6	1
Environmental Services	21	10	10	5	5
Housing	17	19	12	7	12
Leisure and Culture	2	0	0	0	0
Planning and Regeneration	2	4	3	0	4
Policy, Performance And Partnerships	2	0	0	0	0
Resources	2	3	3	3	0
Totals	57	45	37	22	23

These compare with the following statistics from last year and last quarter:

	Total complaints	Dealt with in target time	Justified
All 2010/11	80	65	20
Q1 2011/12	56	35	23

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;
- giving customers the wrong information
- delays in dealing with their complaint
- not treating the customer with respect

These are all issues that we are addressing with staff by customer service training and the introduction of key behaviours for all staff which will be monitored by managers through personal development review

Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days. 82% were dealt with within that timeframe, which is a 9% improvement on last quarter.

Where it has taken us longer to respond than expected, customers were informed that there would be a delay in all cases.

Complaints Received	Number handled within target	1-2 days after target	3- 10 days after target	11- 21 After target
	37	3	1	4
Reason		This is due to users not entering the correct date when closing cases	Complex and varied investigations- Tenancy	Complex and varied investigations- Homelessness, neighbour issues and repairs

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
Dial a Ride	Customer not happy with the attitude of a driver	Apology given and customer assured that all drivers will assist her when travelling on Dial a Ride. All drivers have received this message through

		the daily schedule and staff member advised on correct procedure and attitude.
Customer Service	Customer handed in tenancy termination form at reception but claims it was mislaid.	Apology given and system checks made as customer had no evidence of handing in..
Customer Service	Customer handed in information re benefits but claims it was mislaid	Apology given and system checks made.
Customer Service	Customer had problems contacting some services by telephone	Apology given and teams reminded of need to arrange cover to ensure phones are answered.
Customer Service	Customer did not receive her CTV tip permits ordered by OSS	Apology given for this error and staff advised of correct procedure.
Customer Service	Customer was given wrong information about council tax reference number which caused confusion when she paid bill.	Apology given and staff member given additional training.
Customer Service	Customer unhappy about the way she was treated when trying to sort out her council tax bill	Apology given and staff member advised of correct procedure and how to respond to customer queries.
Waste	Customer has assisted collection but bin has not been returned	Apology given and crews advised of correct procedure. This will be monitored.
Waste	Customer upset at receiving a letter about leaving bins out in a public area when she was not responsible.	Apology given and process will be reviewed
Waste	Customer has ongoing problems with refuse crews blocking disabled ramp or leaving bins in disabled parking areas.	Apology given, however neighbours have been blocking access with their bins. Crews have been briefed and situation will be monitored
Waste	Customer is not receiving sacks for his waste collection despite numerous requests	Apology given. System will be reviewed.
Waste	Customer received verbal abuse from waste crew when they asked if the bin could be emptied after crew missed it.	Apology given and crew member reminded of the need to be respectful at all times.
Housing	Customer unhappy that her complaint about her boundary and access has not been resolved	Apology given with advice about boundaries.
Housing	Customer unhappy about the delay in replacing his boundary fence	Apology given for not keeping the customer informed that the delay was caused by contractors unable to access the adjoining property.
Housing	Customer not happy about delay to repair leak in airing cupboard	Apology given and guidance given to staff to ensure that jobs are picked up and followed through.

Housing	Customer has ongoing problem with overflowing drain and neighbours garden	Apology given. Drain and garden cleared and neighbour's garden causing the problem will be monitored.
Housing	Customer was unhappy about the way she and her partner were treated when applying as homeless and were kept waiting for 3 hours in reception	Apology given, case taken over by manager as requested by customer.
Housing	A lock on customer's garage was changed in error, so she could not get her car out and then she had to take time off work to report this mistake.	Apology given, lock changed and staff advised to check details.
Housing	Replacement boiler has been making loud noises and has a pressure fault. Customer contacted the contractors to deal with it but they did not turn up.	Apology given and contractor attended to inspect the boiler.
Income and Debt Mgt	Customer received lifeline invoice and telephone call demanding payment for his late fathers bill. He had returned the equipment and the bill was for after his father had died.	Apology given. A letter had been received but not acted on.
Benefits	Customer provided information but they were not scanned and were returned to her. She then had another letter requesting the information.	Apology given and information process to be reviewed.
Council tax	Member of staff rude to customer when she was upset about her late grandmother in a phone call about bill arrangements	Apology given and staff member reminded of the need to be courteous at all times.

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

Waste – Review of system that sends out generic letters to customers

Benefits- System for recording information received from customers to be reviewed

Housing Repairs- new guidance given to staff about job schedules

Number of complaint escalated to Head of Customer Services

There was one complaint escalated to the Head of Customer Services, for further investigation or action. This related to **Housing** – an ongoing tenancy issue about the Council wishing to inspect a tree in the customer's garden and the customer refusing access. After investigation the Head of Customer Services felt this complaint was not justified and that we could not meet the customers' expectations.

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 Details
Shop Mobility	I would like to say all staff are very helpful- they will go out of their way for anyone – this service is the best I have ever seen and all the staff should have a medal
Childrens Centre's	Customer called to leave very complimentary praise for all the hard work and efforts that Mo Dennis went to regarding the two year funding for her grandson. She really feels that Mo went above and beyond, and Sure Start are lucky to have someone as wonderful as Mo on the team.
Customer Services	Customer arranged for large waste bin to be collected and told it would be within 5 working days which did not happen. Reported this to the Contact Centre and wished to thank Hannah for solving the delay in collecting the bin. Our concerns at the call centre have been promptly and politely dealt with and we would like to thank everyone for ensuring we had a good quality service.
Customer Services	Thank you for your help and kindness regarding my application for Blue Badge application.
Landscaping	Customer phoned to say thank you for arranging to cut the hedges in Meriden Close at such short notice. His wife was overjoyed and the lads were excellent, he even made them a cup of tea.
Waste	Customer phoned up to express how thrilled she was with the service received today from the refuse crews. Her bin has been missed this morning because her son had not put it out properly. She contacted the OSS who logged her request for them to return but said they could not promise anything. However, within the hour the crew came back up her road and emptied her bin. She was extremely pleased and very grateful and thinks this was a very good service.
Street Cleaning	Customer would like to say a big THANK YOU to Redditch Council for their swift and thorough action. When he called to complain about excessive mud on the

	road that was caused by the contractors at the building site in the road. On Tuesday morning a team of sweepers arrived and cleaned up the road really well! He could not believe how quickly this had been dealt with and such a thorough job too!
Sports Development	Customer had a stroke and was referred to Abbey Stadium gym. Martin Carver took me under his wing and the amount of work he has done to help me is quite unbelievable
Planning and Regeneration	In my dealings with Mr Whittles, he has not only been extremely helpful, but he has also maintained a sense of humour. This latter point goes a long way, in my opinion, in cementing good customer relations. He has helped me many times in explaining planning processes, and never wavered from giving me clear and concise honest answers. In fact, he has always gone the extra mile in providing additional information. Items I wouldn't have thought to have asked for in my original enquiry. I can recommend his way of dealing with things as an example to the rest of the council.
Revenues	Thank you for your excellent service in dealing with my Mothers change of address and circumstances

Local Government Ombudsman Complaints

There were no LGO complaints received during this period.

Customer feedback in respect of complaint handling

Since April 2011 we have been asking customers for feedback on how their complaint was handled. The response to this tells us that **70%** of customers that responded are satisfied with way we are handling their complaint even when we can't give them the outcome they want. From their comments it is clear that customers are most unhappy about the lack of contact from the Council in response to their queries. Some customers have told us that they would have welcomed the opportunity to discuss their concerns in person.

Managers are encouraged to discuss complaints over the phone or in person whenever possible as this often results in a better outcome for all.

Customer Service Centre Information

The section aims to give members useful information in respect of the service provided at the Customer Service Centres (CSC) and One Stop Shops (OSS). The CSC's and OSS's provide facilities for the majority of customer enquiries made face to face, and the telephone enquiries for many of the key frontline service. The Customer Services Team also deal with email enquiries received to the Hub email address.

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 this section includes some of the headlines.

Through transformation we are learning that for some services it is more cost effective and efficient, for both the organisation and the customer, if the enquiries are dealt with by a specialist member of staff. In respect of revenues and benefits this has resulted in less enquiries being dealt with by the CSC team, although the CSC staff are still involved in filtering enquiries, capturing customer information and then allocating the enquiry to the correct officer for resolution. Some CSC staff have increased their knowledge to enable them to deal with Council Tax enquiries to resolution. There are also a number of customer service staff involved in systems thinking reviews and therefore helping to establish new ways of working.

Customer numbers

The following table shows the numbers of customer enquiries dealt with:

	1 st quarter	2 nd quarter
Face to face enquiries	20,955	17,724
Telephone enquiries	19,333	19,261
Email enquiries	725	469
Payments	32,454	31,958
Total customer contacts	73,467	69,412

It is generally the case that the first quarter sees the highest number of enquiries due to main billing for Council Tax and other annual events which prompt enquiries.

Waiting Times

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

	1 st quarter	2 nd quarter
Face to Face	33 seconds	5 minutes 28 seconds
Telephones	1 minute 30 seconds	1 minute 7 seconds
Email	We always respond to emails within 1 working day of receipt.	

The increase reported in average waiting times is due to longer waiting times to see specialist staff. However, the vast majority of customers are seen by as soon as they arrive. The majority of customers who see a specialist member of staff leave the office with full resolution to their enquiry, making the extra wait worthwhile for the customer.

Customer report they are happy to wait longer provided they get resolution to their problem, or know exactly what they must do next to enable resolution.

In future recording waiting times will become less useful to us as we change the service to one which is more responsive to customer demand and there are likely to be many different staff and services providing services through the CSC facilities. Instead we will focus on responding to demand and the resolution of the customer's problem or enquiry.

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's deals with customer demand for a range of services we record failure demand across those services, so this is not a reflection on the CSC, but for the organisation as a whole.

During the 2nd quarter of 2011/12 the CSC recorded an average of 32.5% failure demand. It is too soon to start seeing trends in respect of failure demand but as we move towards becoming a true systems thinking organisation this data becomes one of our key measures. We are currently developing a system to enable us to better record customer demand, value and failure and the capability of the system to deal with that 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 **33%** of customers how happy they were with the service provided at the Customer Service Centre's.

100% of face to face customers were satisfied with the service they received.

99% of telephone customers were satisfied with the service.

Because this data is not really telling is anything useful about the service we provide I intend to cease ongoing capture of satisfaction data and carry out an annual snapshot survey to enable us to ensure that our service is continuing to meet customer excellence.

As our purpose is to help resolve customers problems and requests, but many of these problems or requests are handed over to someone else within the organisation to resolve, we are instead implementing a customer callback system. This will entail Customer Service staff calling customers back a few weeks after they initially made contact to survey them about whether their enquiry was resolved to their satisfaction.

This will provide the organisation with valuable data about how well all services are dealing with customer demand.

Strategy Action Plan Progress

Work has been progressing well across the organisation in respect of meeting the aims set out in the Every Customer, Every Time Customer Experience Strategy.

This quarter's headlines are.....



Delivered Customer Care staff to approximately 200 staff



Developed customer service awards scheme to recognise excellent customer service across the organisation.



Conducted customer satisfaction survey (see Voice of the Customer below for results)



Testing of redesigned Revenues and Benefits systems, which has increased resolution at the first point of contact, reduced failure demand and improved the service to customers.



Commenced work in Environmental Services and Housing transformations.



Improved web content by removing unnecessary information, improving the quality and implementing improved web pages for Housing Services, Customer Services and the implementation of a feedback mechanism to enable us to further improve webpages based on customer's needs.

Some areas of work in respect of the Strategy Action Plan have not been progressed for various reasons. These are:-

Plain English Training – Although originally planned for during 11/12 more generic customer centric writing skills training has been agreed as more useful and will be implemented in the 3rd and 4th quarter. This will pick up on elements of plain English and will also focus on quality written communications which meet customer's needs.

Tell us Once Project – This was delayed by DWP. This scheme enables the Registrars' Service to advise a wide range of public services of the death of a resident, and was due to go live during summer 2011, but it now looks like that we will be going live early in 2012.

Worcestershire Self Service Strategy – Due to wide variations in the requirements of some of the partners, work in respect of this has continued in but in a less structured way than previously expected. We are focusing on our local requirements and will be led by the outcome of our system thinking reviews.

Staff Surveys/internal customer surveys - These have not been carried out as we have decided to take a systems thinking approach to measuring staff morale. Where transformation reviews have commenced a measure of morale has been taken and this is re-taken periodically throughout the review and subsequent changes in service delivery. Likewise internal customer surveys have become somewhat obsolete as services become designed around customer demand.

Hub Partnership Update

We continue to work with colleagues across Worcestershire through the Hub Partnership to deliver joined up access to services. Through the Redditch Customer Services Centre and One Stop Shops we assisted approximately 2,800 customers with county related enquiries such as blue badges, concessionary bus passes, highways and street lighting, during the last quarter.

There are no major developments or events to report this quarter as our focus is on our own transformation of service. The Hub Shared Service is focusing on the enhancement of self service projects to shift customer to online channels for doing business.

Voice of the Customer



During the summer we carried out a satisfaction survey through the residents magazines.

The response was disappointing with only 12 residents completing and returning the survey. One of the surveys was not completed so only 11 were analysed. Unfortunately this is not enough responders to consider this representative but the results are as follows.

Contact with services

The survey asked responders to indicate which services they had had contact with in the last few months. The results show that the following percentage of customers have contacted these services:

Benefits and Council Tax	45%
Refuse and Recycling	63%
Planning or Building Control	18%
Housing	9%
Sports/Leisure Parks	36%

Satisfaction with services

Customers were then asked to indicate whether they were satisfied with the services they had contacted and these results show the percentage that were satisfied.

Benefits and Council Tax	60%
Refuse and Recycling	71%
Planning or Building Control	66%
Housing	not stated
Sports/Leisure Parks	75%

Overall rating of Council

We then asked responders to rate the Council overall with the following results:

1	Very poor	20%
2	Poor	Nil
3	Adequate	10%
4	Good	50%
5	Excellent	20%

What could the Council do to get to a five star rating?

Finally responders were asked to tell us what we could have done differently to get a 5 rating and customers that completed this section of the survey gave the following comments;

- Increase single [person council tax to 50%. Reduce waste, unnecessary spending and pensions
- Increase bin collections in summertime
- Keep the parks the same and more flowers
- Don't waste public time, be polite when answering calls
- Improve Environmental Health by enforcing littering, fly tipping and education
- Sort out pot holes in road more promptly.

These comments echo results of other surveys which confirm that the environment and keep it clean and pleasant are important to resident's.

Amanda de Warr
Head of Customer Services

**EXECUTIVE
COMMITTEE**

6th December 2011

**SICKNESS ABSENCE PERFORMANCE and HEALTH FOR PERIOD
ENDING 30TH SEPTEMBER 2011**

Relevant Portfolio Holder	Councillor Michael Braley, Portfolio Holder for Corporate Management.
Portfolio Holder Consulted	Not indicated
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Wards Affected	All Wards
Ward Councillor Consulted	Not Applicable
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To report to CMT on Redditch Borough Council's performance for the period 1st April until 30th September 2011 in relation to sickness absence.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

subject to Members' comments, the contents of the report be noted.

3. KEY ISSUES

Analysis of the monthly statistics - 1st April – 30th September 2011

- 3.1 Sickness Absence has remained **GREEN** for the period 1st April – 30th September 2011 **with the projected out-turn figure for the year being 6.16 days per full-time equivalent.**
- 3.2 The comparable data for the period April - September 2010/2011, projected this figure to be 9.65 days per FTE. Therefore a **decrease of 2.46 days per FTE** on last years figures.
- 3.3 Short-term sickness absence peaked in September, but remained lower in the two previous months. Short term sickness stands at 56% of the overall sickness figure.
- 3.4 Long-term sickness absence peaked in June, but has decreased significantly in September, and represents 44% of the overall sickness figure.

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- 3.5 A new method of recording and monitoring Sickness Absence data in the second quarter has enabled us to identify; the number of long-term sickness cases increased from 4 in June to 9 in July, and further increased to 11 in September. HR is actively managing these cases, in conjunction with line management, and occupational health.

Sickness by area

- 3.6 Those services whose projected sick days per FTE are above the 8.75 target set for Redditch Borough Council for the period include:

- a) Housing Services
- b) Environmental Services

- 3.7 Housing Services typically see higher rates of sickness; it is assumed that this is potentially due to the manual nature of the work carried out by individuals. Housing services current projection per FTE for the period is 12.67 days. This is an **increase in sickness** from the comparable data for the same period of 2010/11, which stood at 9.59 per FTE.

- 3.8 Environmental Services, typically see higher rates of sickness, this could be due to the nature of the work carried out by individuals. Environmental Services current projection per FTE for the first quarter of 2011/12 is 9.25 days. This is a **decrease in sickness** from the comparable data of the second quarter in 2010, which stood at 11.99 per FTE. Active sickness management has been taking place within both service areas in conjunction with HR, and the Head of Service.

- 3.9 The remaining services within Redditch Borough Council are all projected to fall below the target of 8.75 days per FTE.

Actions to reduce sickness

- 3.10 Sickness working groups have been set up across both Redditch and Bromsgrove to ensure the level of sickness absence across both authorities does not rise further, and that current sickness levels are monitored and addressed to ensure reduction in days lost to both authorities. It was recognised the high levels of sickness within Housing and Environmental services and steps are being taken to define how this will be tackled, including training where appropriate.
- 3.11 All long-term sickness cases continue to be managed with input from line managers/head of services, Union representatives, HR and Occupational Health.

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- 3.12 Continued and further actions to support the reduction of sickness absence include:
- a) Review of the Sickness Absence Policy as part of the harmonisation project with RBC/BDC HR input.
 - b) Heads of Service will receive a monthly sickness report for their service area.
 - c) Setting up the hierarchy on Chris 21 database ready for the launch of the self service Kiosk.
 - d) Recruitment to the full time post shared by BDC of Occupational Health Advisor for the HR & OD Service (= half time RBC / half time BDC).
 - e) Reports on Sickness levels will be provided to the Health and Safety committee.

Work Related

- 3.13 There were **no reportable** work-related injuries at Redditch Borough Council in the first two quarters of 2011.

Health and Wellbeing

- 3.14 There is nothing further to report at this time.

Financial Implications

- 3.15 There were no financial implications identified.

Legal Implications

- 3.16 There were no legal implications identified.

Service/Operational Implications

- 3.17 The level of sickness absence can impact on service delivery if action is not taken to manage absences.

Customer / Equalities and Diversity Implications

- 3.18 There are no customer, equalities and diversity implications.

EXECUTIVE COMMITTEE

6th December 2011

4. RISK MANAGEMENT

There is a risk that without active sickness management the number of days lost due to sickness would be significant and impact on service delivery.

5. APPENDICES

Appendix 1 - Sickness Figures year to date 30th September 2011.

6. BACKGROUND PAPERS

Corporate sickness records (many of which are exempt, as they indicate individual employees).

AUTHOR OF REPORT

Name: Teresa Kristunas
E Mail: teresa.kristunas@bromsgroveandredditch.gov.uk
Tel: (01527) 64252 ext 3295

Sickness Figures for 2011/12 by Service

Total FTE @ 1st September 2011	Total FTE @ 31st March 2012	Actual no of employees	SERVICE	Total Sickness days April 11 & on	Days per FTE - Year to Date	Projected per FTE	Sickness Target 2011/12	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
132.57	20.00		Housing Services	699.86	5.28	12.67		137.48	137.48	137.48	137.91	137.91	132.57						
			Short term Absences up to 28 days	349.20	2.63			71.12	86.05	30.97	60.68	29.60	70.78						
			Long term Absences 29 days+	350.66	2.65			37.20	65.77	57.56	81.04	79.18	29.91	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.79	1.10	0.64	1.03	0.79	0.76						
81.02	8.00		Community Services	256.92	3.17	7.61		81.71	78.68	78.68	81.26	81.26	81.02						
			Short term Absences up to 28 days	118.43	1.46			7.80	17.52	5.80	27.64	14.16	45.51						
			Long term Absences 29 days+	138.49	1.71			18.60	19.22	18.60	19.22	38.44	24.41	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.32	0.47	0.31	0.58	0.65	0.66						
29.39	4.00		Customer Services	96.67	2.92	7.08		32.23	31.39	31.39	31.39	31.39	29.39						
			Short term Absences up to 28 days	68.07	2.32			16.54	6.40	3.72	2.98	18.25	20.18						
			Long term Absences 29 days+	18.60	0.63			0.00	0.00	0.00	0.00	0.00	18.60						
								0.51	0.20	0.12	0.09	0.58	1.32	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
118.63	14.00		Environmental	457.28	3.85	9.25		124.88	122.44	122.44	123.63	123.63	118.63						
			Short term Absences up to 28 days	273.42	2.30			76.26	29.14	39.68	56.42	42.78	29.14						
			Long term Absences 29 days+	183.86	1.55			37.20	38.44	36.58	15.22	37.82	18.60	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.91	0.55	0.62	0.58	0.65	0.40						
12.57	1.00		Legal, Equalities & Democratic	37.07	2.95	7.08		14.16	13.22	13.22	12.57	12.57	12.57						
			Short term Absences up to 28 days	18.47	1.47			9.92	1.86	0.00	0.00	5.14	1.55						
			Long term Absences 29 days+	18.60	1.48			18.60	0.00	0.00	0.00	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								2.01	0.14	0.00	0.00	0.41	0.12						
81.47	6.00		Leisure & Culture	45.59	0.56	1.34		93.25	93.25	93.36	95.23	95.23	81.47						
			Short term Absences up to 28 days	45.59	0.56			7.75	7.59	7.96	0.00	3.69	18.60						
			Long term Absences 29 days+	0.00	0.00			0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.08	0.08	0.09	0.00	0.04	0.23						
85.53	7.00		Resources	191.47	2.24	5.37		86.54	85.04	85.04	87.03	87.03	85.53						
			Short term Absences up to 28 days	128.00	1.50			33.18	9.24	23.92	14.04	20.42	27.20						
			Long term Absences 29 days+	63.47	0.74			12.82	32.47	0.00	9.09	9.09	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.53	0.49	0.28	0.27	0.34	0.32						
17.75	3.00		Planning & Regeneration	46.80	2.64	6.33		27.76	26.82	26.32	24.82	24.82	17.75						
			Short term Absences up to 28 days	16.14	0.91			4.26	0.62	3.82	0.00	5.58	1.86						
			Long term Absences 29 days+	30.66	1.73			5.03	5.19	5.03	5.19	5.19	5.03	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.33	0.22	0.34	0.21	0.43	0.39						
17.94	2.00		Policy, Perf & Partnerships (inc CEO Unit)	20.85	1.16	2.79		27.57	27.57	27.57	20.44	20.44	17.94						
			Short term Absences up to 28 days	20.85	1.16			2.48	0.00	1.24	0.62	10.54	5.97						
			Long term Absences 29 days+	0.00	0.00			0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
								0.09	0.00	0.04	0.03	0.52	0.33						
0.00			WRS	0.00	#DIV/0!	#DIV/0!													
			Short term Absences up to 28 days	0.00	#DIV/0!														
			Long term Absences 29 days+	0.00	#DIV/0!														

558.93 0.00

Total Short Term Absence YTD	1017.32	229.31	158.42	117.11	162.38	150.16	220.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Long Term Absence YTD	804.34	129.45	161.09	117.77	129.76	169.72	96.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL Days lost YTD	1821.66	358.76	319.51	234.88	292.14	319.88	317.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

4.96 8.75

TARGET sick days per FTE per month	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71
BVPI 12 Sick Days Per FTE in Month	0.60	0.53	0.39	0.49	0.53	0.53													
TARGET sick days per FTE YTD	0.71	1.42	2.13	2.84	3.55	4.26	4.97	5.68	6.39	7.18	7.97	8.75							
BVPI 12 - Sick Days per FTE YTD	0.60	1.13	1.53	2.02	2.55	3.08													
BVPI 12 Projected Outturn	7.20	6.81	6.11	6.05	6.12	6.16													

2007-08		
2008-09		
2009-10		
2010-11		
2011-12	1842.51	Yr end
Year	Annual	

Quarter 1	813.15
Quarter 2	929.36
Quarter 3	0.00
Quarter 4	0.00

Key: ■ more than 10% worse than target ■ worse than target, but within 10% ■ on or better than target

FTE April 11 598.01
FTE March 12 598.01
of Months 5
average 598.01



Overview and Scrutiny Committee

Tuesday, 8th November, 2011

MINUTES

Present:

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

Also Present:

Councillors Brandon Clayton, Roger Hill and Robin King
M Collins (Independent Vice Chair, Standards Committee)

Officers:

H Broughton, K Dicks, C Felton, S Horrobin, D Kesterton and L Tompkin

Overview and Scrutiny Support Officers:

J Bayley and M Craggs

109. APOLOGIES AND NAMED SUBSTITUTES

An apology for absence was received from Councillor Simon Chalk.

110. DECLARATIONS OF INTEREST AND OF PARTY WHIP

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

111. MINUTES

RESOLVED that

the minutes of the meeting of the Committee held on Tuesday 18th October 2011 be confirmed as a correct record and signed by the Chair.

112. ACTIONS LIST

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

.....
Chair

Overview and Scrutiny

Committee

Tuesday, 8th November, 2011

As requested at the previous meeting of the Committee Officers had obtained further information about a proposal for joint scrutiny training to take place in Worcestershire. The training would consist of an introduction to scrutiny and would be provided in June 2012 at Worcester County Hall. New Members in particular would be encouraged to participate in the training. Further information about the course facilitator, dates and the financial costs involved remained to be confirmed.

RESOLVED that

the Committee's Actions List be noted.

113. SCRUTINY OF THE FORWARD PLAN

The Committee reviewed the contents of the Forward Plan but did not identify any items as suitable for pre-scrutiny.

114. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for consideration.

115. 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

Councillor Mason informed Members that the group had concluded that the original terms of reference for the review had been too broad. Consequently, the group had reviewed their terms of reference and had agreed to focus on how people with disabilities accessed the town.

The group were proposing to complete their review by 17th April 2012. In order to achieve this target date individual members of the group had been allocated responsibility for addressing particular objectives detailed in the group's terms of reference.

b) Improving Recycling – Chair, Councillor Gay Hopkins

Members were advised that the group had convened their first meeting the previous week. During this meeting information about existing recycling rates and practices had been presented for Members' consideration.

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There were numerous areas that could be investigated as part of the review. In particular, recycling rates at blocks of flats, recycling arrangements at local supermarkets and the potential use of incentives to encourage an increase in recycling had been identified by the group.

The Committee was advised that at the following meeting of the group Members would visit the Envirosort plant in Norton, Worcestershire.

c) Promoting Sporting Participation – Chair, Councillor Luke Stephens

Members were advised that unfortunately there had been no further meetings of the group since the previous update to the Committee. However, an interview was due to take place with relevant Officers to discuss the participation of people with disabilities in sporting activities provided by Redditch Borough Council.

d) Youth Services Provision – Chair, Councillor Simon Chalk

Members were advised that the group had recently interviewed relevant Officers to obtain further information about Redditch Student Council. The group had organised a number of further interviews with relevant Officers to discuss the provision of leisure services to young people and approaches that could be taken to promote youth activities more effectively. The group was also intending to review the county cabinet's decision about provision of positive activities for young people in December.

RESOLVED that

- 1) **the terms of reference for the review of disabilities be altered to focus on access to the town as requested by the group;**
- 2) **the title of the review be altered to Access for Disabled People Task Group; and**
- 3) **the update reports be noted.**

116. HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Councillor Quinney was formally requested to present a petition that had been received from pupils at Arrow Vale High School about Time 4 You sexual health services for the consideration of the Health Overview and Scrutiny Committee.

Overview and Scrutiny

Committee

Tuesday, 8th November, 2011

Members were advised that the following meeting of the Health Overview and Scrutiny Committee was due to take place on Wednesday 9th November.

RESOLVED that

Councillor Quinney present the petition from pupils at Arrow Vale High School on the subject of Time 4 You sexual health services for the consideration of the Health Overview and Scrutiny Committee.

117. CRIME AND DISORDER SCRUTINY PANEL - CHAIR'S UPDATE

The Chair of the Redditch Crime and Disorder Scrutiny Panel, Councillor Bill Hartnett, delivered a presentation on the subject of the most recent meeting of the Panel that took place on Wednesday 26th October 2011.

Members were advised that during the meeting a presentation had been delivered on the subject of the performance management framework that had been adopted by Redditch Community Safety Partnership in 2011. This report confirmed that crime rates for most categories of crime were falling in Redditch and the town was a safe place in which to live. The panel had been impressed by the positive work of the partnership and would be issuing a press release to promote this work to the public.

The panel had been advised during the presentation that levels of racially aggravated offences and harassment offences had increased when compared to the same period the previous year. The new mosque in Redditch had been vandalised during this period. However, it was difficult to confirm whether this had occurred as a result of a racially aggravated offence or due to the fact that until the building works were completed the mosque was a vacant property which was more likely to be targeted by vandals.

The panel had expressed concerns, however, about the proposed introduction of a joint North Worcestershire Community Safety Partnership, which would replace the separate partnerships that currently operated in Bromsgrove, Redditch and Wyre Forest districts. In particular, Members were concerned that a joint partnership would not be able to address the particular needs and priorities of Redditch residents to the same extent as the Redditch Community Safety Partnership.

Members also expressed concerns about the implications of a joint partnership for crime and disorder scrutiny. During a recent meeting of the Worcestershire Joint Chairs and Vice Chairs

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Scrutiny Network representatives present at the meeting had advised that Members in the south of the county had struggled to scrutinise the performance of the joint South Worcestershire Community Safety Partnership effectively. Members concurred that there was a risk that similar problems could occur in the north of the county if the community safety partnerships in north Worcestershire were merged.

RECOMMENDED that

Redditch Borough Council does not approve the merger of Redditch Community Safety Partnership (RCSP) with Bromsgrove Community Safety Partnership (BCSP) and Wyre Forest Community safety Partnership (WFCSP) resulting in the creation of a North Worcestershire Community Safety Partnership (NWCSP).

118. PETITION APPEAL - SAVE BROCKHILL GREEN BELT

Members were advised that the item had been withdrawn at the request of the lead petitioners. The petition appeal was therefore not considered during the meeting.

119. PORTFOLIO HOLDER ANNUAL REPORT - HOUSING, LOCAL ENVIRONMENT AND HEALTH

Further to consideration of the Portfolio Holder for Housing, Local Environment and Health's written report at the previous meeting of the Overview and Scrutiny Committee, on 18th October 2011, and Members' agreed questions to be put to the Portfolio Holder, Councillor Brandon Clayton, in respect of his Annual Report to the Committee, the following responses were provided:

- 1) What action has been taken to provide more social housing in Redditch?

Members were advised that Redditch Borough Council was actively investigating opportunities to provide affordable housing options throughout the Borough. In 2010/11 the Council had developed 100 new affordable homes, which comprised a mixture of social rented homes, intermediate rented homes and shared equity homes. The Council was aiming to provide approximately 200 further affordable homes in 2011/12.

The Council had worked with the Homes and Community Agency's (HCA's) four year funding programme, which enabled the Council to access government funds in order to subsidise affordable housing. As part of this process funding

Overview and Scrutiny

Tuesday, 8th November, 2011

Committee

had been secured for affordable housing at Marfield Farm, Church Hill, and for Dorothy Terry House.

2) What are the current trends in relation to:

a) homelessness enquiries to Redditch Borough Council?

Members were advised that the total number of homelessness enquiries between April 2010 and April 2011 was 302. The Council had helped 218 of the people who made these initial enquiries to avoid becoming homeless.

b) the number of statutorily homeless people being housed by Redditch Borough Council?

The Committee was informed that between April 2010 and April 2011 20 people classified as statutorily homeless were housed by either Redditch Borough Council or relevant local partner organisations.

The Council was keen to ensure that vulnerable people were housed in temporary accommodation whilst waiting to secure a permanent residence. At any one time 14 dispersal units were maintained by the Council to accommodate individuals in this position. The properties used as dispersal units varied over time to ensure that appropriate use was made of the Council's housing stock.

The Council did not accommodate people in hostels within the Borough and only occasionally utilised bed and breakfast accommodation in emergency situations. However, some individuals who required specialist treatment for substance abuse were provided with accommodation in hostels outside the Borough where appropriate services could be accessed.

3) What affect on the capital programme will the purchase of the housing stock have?

The Committee was advised that it was difficult to answer the question at this stage. Officers were scheduled to present a report on the capital programme the following month and it was anticipated that further clarification would then be made available.

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- 4) What action is Redditch Borough Council taking to reduce the number of empty properties within the town to as close to 0 as possible? What obstacles, if any, are there in relation to reducing the number of empty properties?

Members were advised that at any one time there could be numerous empty properties located within the Borough. These properties were classified as short-term empty properties if they were empty for less than six months and as long-term empty properties if they were vacant for more than six months. The Council was keen to minimise the number of long-term vacant properties. There were many reasons why a property might become empty for lengthy periods of time, including the hospitalisation of the owners or ongoing probate arrangements. In each case appropriate action needed to be taken.

In Redditch 265 properties had been empty for more than six months by the date of the meeting. This compared favourably to the same time in 2008 when there had been an estimated 386 long-term empty properties. The long-term empty properties within the Borough were all privately owned. The Council had limited powers in relation to privately owned properties, though could intervene in certain circumstances such as for environmental health reasons.

The introduction of the New Homes Bonus (NHB) would encourage local authorities to invest in work to reduce the number of empty homes. Local authorities would be rewarded in the same way for returning an empty home to use as they were already rewarded for developing new homes. This reward consisted of the equivalent of Council tax income to the local authority for the six financial years after the property had been returned for use.

- 5) What initiatives are you considering to increase the rates of recycling in Redditch?

The Council was co-ordinating a three month campaign to increase awareness amongst residents about waste and recycling services. Adverts had been displayed on the Council's refuse vehicles as well as in local print media. The Council had also produced banners for the campaign which would be displayed in the Kingfisher Shopping Centre and other public spaces over the festive period. This process formed part of a wider campaign that had been launched by the Council's Environmental Services and would be taking place in stages.

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Unfortunately, Members were advised that despite an increase in the number of items that residents could recycle using the Council's recycling service there had been a decrease in the rate of recycling in the Borough. The reasons for this decline were difficult to confirm, though there were various factors which could impact on recycling rates, which included the provision of independent recycling facilities at local supermarkets. The Council was anticipating the Increasing Recycling Task and finish Group would help to identify suitable actions that could be taken to improve recycling rates within the Borough.

RESOLVED that

the report be noted.

120. TASK AND FINISH GROUP MONITORING REPORT - LOCAL STRATEGIC PARTNERSHIP (LSP)

The Committee received a monitoring report which detailed the actions that had been taken to implement the fifteen recommendations proposed by the Local Strategic Partnership (LSP) Task and Finish Group.

Members were advised that the majority of the group's recommendations had been implemented since the conclusion of the review in August 2010. However, no action had been taken in response to recommendation two, concerning the requirement for the Redditch Partnership to convene an annual "We Are Redditch" event. The intention of this event would have been to inform the public about the work of the partnership and to consult over local priorities.

The partnership had finalised the Redditch Sustainable Community Strategy (SCS), which detailed core priorities and action plans for the Borough, in 2011. The content of this strategy had partly been based on information provided by residents who had been consulted during events in the Kingfisher Shopping Centre in January 2010 and at the Morton Stanley Festival in August 2010. The partnership had therefore concluded that no further consultation was required in 2011. However, an event had been held in June to which all partners had been invited. This had provided an opportunity for partner organisations to review the SCS and the actions that had been taken to address the partnership's priorities. It was anticipated that further consultation with the public would follow in 2012.

Members welcomed the action that had been taken in response to the majority of the group's recommendations. However, concerns

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were expressed about the fact that no public consultation had been undertaken in 2011 by the partnership. Public consultation was considered to be important to ensure that the partnership remained aware of changing needs and priorities within the local community. The partnership was therefore urged to hold a further public consultation event as soon as possible.

The frequency with which copies of the minutes from meetings of the LSP board were made available for Members' consideration, as proposed in recommendation 5, was also discussed. Members were advised that the minutes were circulated by email to all Members, though could also be accessed on the Council's website. The following meeting of the LSP board was due to take place on 19th December 2011 at Redditch Football Club and it was anticipated that the minutes would be available in the new year.

RESOLVED that

the report be noted.

121. SUSTAINABLE COMMUNITY STRATEGY - MONITORING UPDATE REPORT

The Committee received and considered a monitoring update report on the subject of the Redditch Sustainable Community Strategy (SCS).

Education attainment levels and raising the aspirations of young people was one of the key priorities of the Redditch Partnership. An action plan, detailing specific actions to address this priority, had been developed by the partnership. In addition, the Redditch Local Children's Partnership had been established as a sub-group to co-ordinate action for children and young people.

Worcestershire County Council had responsibility for education and positive activities for young people and a number of representatives from the county council were appointed to the partnership's board and relevant theme groups. The partnership helped to hold Worcestershire County Council to account for actions that the local authority was taking to improve education attainment levels in Redditch. Progress was being made and the partnership's board had recently been advised that G.C.S.E results for grades A* - C in Redditch had increased by nine per cent when compared to the previous year.

The LSP's primary role was to help raise aspirations for young people outside the school environment. As part of this process the LSP had organised a careers fair which had taken place in summer 2011. Young people attending the fair had had an opportunity to

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learn about the different types of careers that they could pursue as well as about local employers. A further careers fair had been organised to take place in June 2012 and it was anticipated that the fair would become an annual event.

Members welcomed the provision of a careers fair in Redditch. However, it was suggested that improvements could be made to future careers fairs. In particular, Members suggested that there was a need to reduce the number of employment agencies represented at the careers fairs. Instead, it was suggested that more companies should be encouraged to attend to promote the different industries in which offered employment in Redditch as well as to advertise job and apprenticeship opportunities.

RESOLVED that

the report be noted.

122. GRITTING AND SNOW CLEARANCE - REDDITCH BOROUGH COUNCIL APPROACH - PRE-SCRUTINY

The Committee received the *Gritting and Snow Clearance – Redditch Borough Council's Approach* report for pre-scrutiny.

Members were advised that the report outlined existing practices at Redditch Borough Council which were implemented during periods of inclement weather. The report had been produced to provide the Council with an opportunity to formalise this approach. As part of this process the Council would continue to concentrate on providing snow clearance and gritting services at Council venues, such as the crematorium and cemeteries.

Worcestershire County Council, rather than Redditch Borough Council, had responsibility for gritting and snow clearance on the town's highways and for installing and replenishing grit bins situated on adopted highways. The two local authorities in recent years had started to work closely together during periods of inclement weather to ensure that effective use was made of available resources and particularly problematic areas could be prioritised.

Redditch Borough Council was in the process of procuring specialist equipment to assist with snow clearance and gritting in the town. This would include purchasing snow blades which could be fitted to existing vehicles used by the Council to assist with snow clearance. The Council was anticipating that the equipment could be purchased at a cost of approximately £20,500.

Members praised the work of relevant Redditch Borough Council Officers during the inclement weather in the winter 2010/11. This

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positive assessment of the work of Borough Officers had been endorsed by the Gritting Short, Sharp Review Group. However, Members expressed disappointment with the gritting and snow clearance services that had been provided by Worcestershire County Council. Members expressed concern that similar issues, that had been identified by the Gritting review group, did not appear to have been addressed in either the report or in a separate written submission to the Committee and it was questioned whether the problems that had been identified by the group would be acknowledged and addressed by Worcestershire County Council in future periods of inclement weather.

Officers explained that Worcestershire County Council and Redditch Borough Council both acknowledged that mistakes had been made the previous year and lessons had been learned. As part of this process modifications had been made to Worcestershire County Council's website to ensure that maps locating grit bins and demonstrating primary and secondary gritting routes could easily be accessed by the public. Furthermore, the two Councils had determined that whilst Redditch Borough Council could only maintain a stock of 90 tonnes of salt, additional salt stocks could be obtained from Lydiate Ash or Alvechurch in emergency circumstances in future years.

Following consideration of the Gritting review group's final report by the Executive Committee in May 2011 the Leader of the Council and Chief Executive had met with relevant representatives of Worcestershire County Council to discuss concerns raised in the report. The need for collaborative working between the two Councils had been agreed. Furthermore, constructive actions, such as the potential for County Officers to train Redditch Borough Council staff to drive snow clearance vehicles, had been discussed. It had also been agreed that Redditch Borough Council's communications team would co-ordinate communications in Redditch during periods of inclement weather to ensure that Councillors and residents were updated on action as well as ongoing risks.

In order to address the Committee's remaining concerns it was suggested that a further meeting between relevant Officers from Redditch Borough Council and Worcestershire County Council should be organised. Members suggested that this meeting should be regarded as an urgent priority and should take place as soon as possible prior to the beginning of winter.

RECOMMENDED that

- 1) the following policy be adopted with regards to gritting and snow clearance:**

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Redditch Borough Council will strive to keep the following areas clear of snow and ice and safe to use:

- a) **crematorium and cemeteries to allow funerals to continue;**
 - b) **Redditch Borough Council staff car parks to ensure that there are suitable parking areas for Council staff who are getting into work to provide essential services;**
 - c) **key Council sites like the Town Hall and district centres to assist local shops and businesses and enable residents to access services;**
 - d) **gritting/snow clearance at other areas including Council sheltered accommodation will only be carried out subject to available resources; gritting/snow clearance at Council owned sheltered accommodation will be to allow the home Support Service Access to residents;**
- 2) **the Council will not provide grit bins on any highway land but may provide grit bins on its own land to enable gritting to take place – e.g. at leisure sites;**
 - 3) **further publicity is undertaken to ensure that residents are aware of how the Council will deal with gritting/snow clearance and what to do when bad weather affects their waste collection service;**
 - 4) **Officers purchase appropriate snow clearance and gritting equipment from within existing budgets; and**
 - 5) **relevant Officers from Redditch Borough Council arrange a meeting with relevant Officers from Worcestershire County Council in advance of winter 2011/12 to discuss additional issues raised in the Gritting Short, Sharp Review Group's final report and arrangements for gritting and snow clearance in Redditch for the winter.**

123. REFERRALS

There were no referrals.

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124. WORK PROGRAMME

Members were advised that the Committee was due to receive two petitions for consideration during the meeting of the Committee on 29th November 2011. These would consist of a petition on the subject of car parking in Redditch town centre and a petition from Arrow Vale High School concerning the provision of Time 4 You sexual health services to young people. The Committee would also be receiving a proposal to launch a review of Redditch market at this meeting.

Officers advised that two reports were scheduled for the Committee's consideration as part of the budget setting process. The first of these reports, detailing proposed budget bids and savings, would be considered during the meeting of the Committee on 29th November. The second report was due to be considered at a meeting of the Committee on 14th February 2012 and would entail a more detailed report on the proposed budget for 2012/13.

Due to the significant size of the agenda on 29th November the chair had proposed that a report on the subject of Youth Employment at Redditch Borough Council should be considered later in the year. However, concerns remained that the meeting could be relatively lengthy. Consequently, Members agreed to start the following meeting at 6.00 p.m.

RESOLVED that

the Committee's Work Programme be noted.

The Meeting commenced at 7.00 pm
and closed at 9.30 pm

REDDITCH BOROUGH COUNCIL**EXECUTIVE COMMITTEE**

6th December 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**

	<u>Meeting :</u>	<u>Lead Members / Officers :</u> (Executive Members shown <u>underlined</u>)	<u>Position :</u> (Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.)
1.	Climate Change Advisory Panel	Chair: <u>Cllr B Clayton</u> / Vice-Chair: Cllr Hopkins Hugh Bennett / Ceridwen John	Last meeting – 22nd November 2011.
2.	Economic Advisory Panel	Chair: <u>Cllr Pearce</u> / Vice-Chair: Cllr Bush John Staniland / Georgina Harris	Last 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 – 6th December 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 – 7th December 2011

B. OTHER MEETINGS

6.	Constitutional Review Working Party	Chair: <u>Cllr Gandy</u> / Vice Chair: Cllr Braley Steve Skinner	Next meeting – 12th December 2011.
7.	Member Support Steering Group	Chair: <u>Cllr Brunner</u> / Vice-Chair: Cllr Braley Steve Skinner / Trish Buckley	Last meeting – 27th October 2011
8.	Grants Panel	Chair: <u>Cllr Chance</u> / Vice Chair: Cllr Braley Angie Heighway	Last meeting – 7th September 2011.
9.	Procurement Group	Chair: <u>Cllr Braley</u> / Vice-Chair: Cllr Anderson Jayne Pickering / Teresa Kristunas	Last meeting – 8th September 2011.

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10.	Independent Remuneration Panel	Chair: <u>Mr R Key</u> / Sheena Jones (WDC) / Trish Buckley	Last meeting – 10th November 2011.
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22. APPENDICES

None.

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ACTION MONITORING

Portfolio Holder(s) / Responsible Officer	Action requested	Status
27th January 2010		
Cllr Gandy / H Bennett	Single Equalities Scheme 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 future meeting. The LSP action plan in respect of this issue is under consideration at present.
21st May 2011		
M Braley / T Kristunas	Review of Lease - 21 and 21a Salters Lane Officers to prepare a report on a policy regarding the granting of concessionary rents.	Policy to be submitted to a future meeting for approval by Council by April 2012.
13th September 2011		
M Braley / T Kristunas / D Taylor	Quarterly Monitoring of the Benefits Service Improvement Plan - Quarter 1 - April to June 2010 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.	In the next quarterly report.

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M Braley / T Kristunas /	Quarterly Budget Monitoring - Quarter 1 - April to June 2011 Officers be requested to show the budgets at service level and reflect variations against the service budgets in future reports.	In the next quarterly report.
M Braley / T Kristunas	Write-Off of Debts - Monitoring Report Councillor Derek Taylor was invited to meet with Officers to discuss the action that was taken by the Council to manage bad debt and Officers undertook to provide Councillor Carole Gandy with further detail on the liquidation / winding up write-offs for non-domestic rates.	Information forwarded to Cllr Gandy. Cllr Taylor contacted regarding a meeting with Officers.
B Clayton / L Tompkin / E Cartwright	Overview and Scrutiny Committee In respect of Minute 65 (Private Sector Home Support Service – Post Scrutiny) it was noted that consideration of the recommendations from the Committee was pending a further report and business case for the proposals outlined in the report to the Overview and Scrutiny Committee.	Report to be submitted to the Committee in due course
M Braley / T Kristunas	Review of Lease - Unit 1, Matchborough Centre Alongside consideration of the terms of the lease Members requested that a policy be developed to determine appropriate rents for voluntary sector organisations.	See note for Review of Lease - 21 and 21a Salters Lane

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15th November 2011		
B Clayton / G Revans	Gritting and Snow Clearance Members to let Officers know which roads they consider are priority routes for gritting. Officers investigate ways of providing information to local residents on the state of the roads and pavements.	
Derek Taylor/ Judith Willis	Commissioning of Children's Centre Services Officers to provide further information on the impacts and outcomes from the activities carried out by the Children's Centres.	
M Braley / Teresa Kristunas	Hewell Road Pool Officers to provide an update on the play area at Hewell Road following the agreement to demolish the swimming pool.	
<u>Note:</u>	<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 4/10/11

