

**REDDITCH BOROUGH COUNCIL AND
BROMSGROVE DISTRICT COUNCIL**

SHARED SERVICES BOARD

15th April 2013 at 5.30pm

COMMITTEE ROOM 2, TOWN HALL, REDDITCH

Present: Councillors Bill Hartnett (Chair), Greg Chance, Carole Gandy and Debbie Taylor (Redditch Borough Council)

Mark Bullivant (substitute for Cllr Sherrey), Steve Colella and Michael Webb (Bromsgrove District Council).

Officers: Ruth Bamford, Kevin Dicks, Sue Hanley, Sue Horrobin, Helen Mole, Deb Poole, Guy Revans and Liz Tompkin

Notes: Michael Craggs

1. APOLOGIES

Apologies for absence were received from Councillor Roger Hollingworth (BDC) and Angie Heighway.

2. MINUTES

2.1 The minutes of the previous meeting of the Board held on 10th January 2013 were agreed as a correct record.

CONFIDENTIALITY

These notes are an open public record of proceedings of the Board.

[Meetings of the Board are not subject to statutory Access to Information requirements; but information relating to individual post holders and/or employee relations matters would nonetheless not be revealed to the press or public.]

PRESENTATIONS – TRANSFORMATION UPDATES

3.1 Environmental Services Intervention

Mr Revans and Mrs Horrobin gave an update on Environmental Services transformation regarding the following areas:

- Waste collection
- Street cleansing
- Landscape & Grounds Maintenance

Members heard that service transformation was being achieved under the new strategic purpose of “Keep my place safe and looking good”. Transformation under Waste Intervention started in 2012. It was expected that significant savings would be achieved.

The introduction of a new Environmental Services ‘ops’ centre in January 2013 had helped to improve customer service and had generated savings. The number of missed collections had reduced significantly in Bromsgrove following its introduction.

Officers were looking at working more closely with partners, including the county council, to successfully tackle any issues and to improve services for customers.

Tree management was reported as a very significant issue, especially as there was plenty of reactive demand in Redditch and because it was managed differently across the two councils. Officers were looking to plan more proactive work in high demand areas in future through transformation.

In terms of bulky collections, Members heard that an emphasis was being placed on making the service fit with that customers wanted. This would again involve working holistically with relevant partners to meet customer demand, potentially to include working closely with the third sector to meet this demand.

The Board thanked the Officers for the update.

3.2 Planning Services Intervention

Mrs Bamford referred the Board to the revised working principles that had been developed as part of the planning services intervention. These were all intended to help Officers move away from a targets driven approach to focusing instead on the specific needs of the customer. This included communicating more often with the customer during the application process to help guard against any confusion and miscommunication further down the line.

Members heard that transformation had helped Officers process applications more quickly and efficiently as administrative burdens had steadily been reduced. Some lessons had been learnt from the planning

team at Wolverhampton City Council who had recently been through their own service transformation.

Officers across both Redditch and Bromsgrove were also being invited to make their own suggestions to improve the process and to challenge the historic way of working. However, potential changes would need to be supported by fact and data before they were introduced.

Officers were firmly focused on reducing waste which was of no benefit to the customer. In particular, it was reported that approximately forty per cent of customer queries received were wasteful. Eliminating these queries would enable Officers to focus on areas of work that were genuinely helpful for the customer.

On behalf of the Board, the Chair thanked Mrs Bamford for her presentation.

4. PROGRESS REPORT

The Board received a progress report which provided an update on all elements of the Shared Services / Transformation work taking place across both Councils.

5. FUTURE MEETINGS FOR SHARED SERVICES BOARD

Group leaders were invited to encourage more of their Group members to attend future meetings of the Board to witness future presentations on service transformation. It was hoped that this would help to involve them more closely in the transformation process, as well as reducing the possibility of the any presentation being duplicated at other Council meetings.

It was agreed that any presentation/s would precede the consideration of specific matters for the Board at future meetings.

6. NEXT MEETING

Members noted that the next meeting of the Board would be held on **Thursday, 4th July 2013** in the **Conference Room, Bromsgrove District Council** commencing at **5.30 pm**, as previously.

The meeting commenced at 5.30 pm
and closed at 7.00 pm