

NEW REVENUE BIDS 2011/12 - 2013/14

APPENDIX B

Department	Description	2011/12 £'000	2012/13 £'000	2013/14 £'000	H/M/L	Commentary
COMMUNITY SERVICES	Grants Officer Post	40	40	40	H	To fund the post to ensure the effective allocation of grants to the 3rd sector and other partners of £250k. The post is currently funded by the LSP but this is being withdrawn for 2011/12. The post builds relationships with our partners and aims to develop a sustainable 3rd sector provision in the Borough and looks to support organisations to maximise resources available.
COMMUNITY SERVICES	Private Sector Housing Officer	21	21	21	H	The licensing of the the Boroughs 135 Houses of Multiple Occupancy is a statutory requirement from 2011/12 - the 0.5 fte post will ensure The inspection and compliance of the HMOs in accordance with statutory legislation.
PLANNING	Town Centre Regeneration - Grants evening economy	15	15	15	H	To implement a Business Support Scheme to provide financial incentives to local business to locate and trade within the town centre, particularly for Town Centre users which will contribute to the early evening economy. Incentives may be through a number of streams as detailed in the Town Centre Strategy. A better trading environment enhances the status of town centres and the demand for property, increasing both its capital worth and rentable value. Increasing competitiveness enlarges the customer base, fuels a continuing drive for differentiation and unlocks opportunities for new facilities and attractions.
PLANNING	Aftercare service	15	15	15	H	To develop an aftercare service to establish high level relationships with key strategic businesses through a programme of company visits and ensure that the companies are receiving maximum support. The purpose of the service is to embed businesses in the Borough and to minimise the risk of relocation. This activity is included in the Redditch Economic Development Strategy Action Plan and without funding this activity will not be able to take place.
PLANNING	Business Start Up Grant	5	5	5	H	The project would provide a £500 grant to people who start a new business and undertake a free business start up course provided by NEW College. This activity is included in the Redditch Economic Development Strategy Action Plan and without funding this activity will not be able to take place.
PLANNING	Careers Fair for Year 8 Students	1	1	1	H	Due to the tertiary system of education in Redditch, students do not receive careers advice until year 9 (first year of high school). The Careers Fair aims to foster economic ambition in young people and encourage them to think about their future opportunities in relation to their educational attainment. This activity is included in the Redditch Economic Development Strategy Action Plan and without funding this activity will not be able to take place.
PLANNING	Graduate Programme	1	1	1	H	To develop a graduate placement programme within the Borough. The Social Science Workplace Experience Programme (SSWEP) is funded by the Economic and Social Research Council. The programme is used to access the skills and knowledge of undergraduate social science students and the programme is subject to application. This activity is included in the Redditch Economic Development Strategy Action Plan and without funding this activity will not be able to take place
POLICY AND COMMS	Redditch Matters	10	10	10	H	To maintain the provision of Redditch Matters to inform the community of the Borough services and raise awareness of opportunities available
TRANSFORMATION	Microsoft Office & PC suite - upgrade	69	69	69	H	The project will upgrade the Microsoft Licenses at RBC to bring MS Office to a supported version (current version support has expired). This will enable officers to work in the most efficient way and to ensure support is available if issues arise.
TRANSFORMATION	Customer Feedback - Tagish	2	2	2	H	This cost relates to the ongoing support and maintenance costs for the Complaints and Freedom of Information system.
FINANCE AND RESOURCES	Organisational Development	40	40	40	H	To support the workforce to develop to meet the needs of the organisation in the future. This will include support and training in customer service and transformation to ensure our staff have the capacity and capability to provide excellent and consistent services to our community and customers. In addition this funding will support member development arrangements in the future and the undertaking of a stress audit within the workplace to identify and manage any resulting outcomes for our staff.
FINANCE AND RESOURCES	Develop and deliver Training & Development Programme	13	13	13	H	To increase the corporate training budget across the Council from £20k. This will ensure staff are fully trained in all issues including; Health and Safety, Risk and Financial Management and HR polices and procedures.
HIGH BIDS ONLY		232	232	232		

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FINANCE AND RESOURCES	Develop and introduce Health & Well Being Programme	10			M	To improve the support given to staff in their health and well being. This should reduce the sickness and support the absence management across the Council.
CUSTOMER SERVICES	Automated customer feedback	6	6	6	M	This cost relates to the ongoing annual costs of the Capital bid proposed. Implementation of an automated customer feedback mechanism - this enables customer to provide real time feedback on their experience of contact at the time of the contact
CUSTOMER SERVICES	Customer Service excellence	4			M	This represents the cost of Customer Service Excellence assessment . Customer Service Excellence provides public services with a practical tool for driving customer-focused change within their organisation. The Customer Service Excellence standard tests, in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.
POLICY AND COMMS	Monthly Staff newsletter	3	3	3	M	To provide a monthly staff newsletter to replace the existing Redditch Core Brief and Contact, and will be distributed with pay slips. It will also appear on the Orb intranet site. Many staff in outlying services do not have email access and therefore may miss out on important communications. The newsletter will be sent to all staff.
POLICY AND COMMS	Big Society Campaign	5			M	This campaign will build on the `Redditch – it's my place` campaign that started in early summer and continues until October. Although details are yet to be formulated it will seek to mark and celebrate community involvement and local decision making and so provides a good fit with the previous pride campaign. The campaign will celebrate volunteering and encourage residents to be active in the community. It will encompass bold, hopefully memorable and fun messages about `doing your bit` for your community.
POLICY AND COMMS	Childrens and Young People magazine	4			M	This one-off publication is an opportunity to engage with our younger residents, and fits in with the new town/younger population profile for Redditch. While the Council supports the Redditch Student Council, runs a successful Local Democracy Day, has its Sure Start centres and runs theatre and sporting activities for its younger population; in print there is nothing aimed at children and young people. A magazine would also help promote all those services and activities for children and young people. We would envisage attracting sponsorship to help meet production costs but suggest £4,000 to pump prime the project.
POLICY AND COMMS	Information Boards	10			M	To provide branded Council information boards at community centres and other community focal points (as permitted) to inform residents about the Council - its work, contact details, major developments, events information etc. Information posted would need to be updated on a regular basis to ensure its relevance and accuracy
POLICY AND COMMS	Removal of tourist signs	1			M	To remove the lit tourist information signs which are in need of an upgrade and are a cost to the Council in terms of both energy consumption and the carbon footprint.
POLICY AND COMMS	U Decide	10	10	10	M	The U Decide project is a participatory budgeting exercise that will allow young people from Redditch Borough to put in bids for positive activities and equipment for themselves and other young people in the Borough, according to a set of criteria developed with young people and that reflect the issues and priorities of the Borough. The bids will be evaluated on a rolling programme by a group of young assessors or `young bankers` and the most beneficial projects will be granted funding. It will step into the gap left by Worcestershire County Council's FLOSS initiative (the Youth Opportunity Fund monies have been un-ringfenced), which was well accessed by young people in Redditch during the lifetime of the scheme.
OTHER BIDS (MEDIUM)		53	19	19		
TOTAL REVENUE BIDS		284	251	251		