

**REDDITCH BOROUGH COUNCIL AND
BROMSGROVE DISTRICT COUNCIL**

SHARED SERVICES BOARD

12th July 2012 at 5.30pm

COMMITTEE ROOM 2, TOWN HALL, REDDITCH

Present: Councillors Bill Hartnett (Chair), Michael Braley (substitute for Cllr Carole Gandy) Greg Chance, Debbie Taylor, (Redditch Borough Council)

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

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

Notes: Denise Sunman

1. APOLOGIES

Apologies for absence were received on behalf of Cllrs Hollingworth, Sherrey (BDC) and Cllr Gandy (RBC).

2. MINUTES

2.1 The minutes of the previous meeting of the Board held on 19th April 2012 were agreed as a correct record.

2.2 MATTERS ARISING

In response to a Member's query regarding the contract for the ICT Helpdesk (Cllr Colella), Officers confirmed that the contract with Tamworth Council had not been terminated but would be in the near future.

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.]

3. REVENUES – SHARED SERVICE BUSINESS CASE

The Board considered a report and presentation by Mrs Kristunas on the business case for a shared Revenues Service between Bromsgrove District Council (BDC) and Redditch Borough Council (RBC).

It was **AGREED that**

- 1) the report and presentation be noted; and**
- 2) the Board recommends to both Redditch Borough Council's Executive Committee and Bromsgrove District Council's Cabinet that the business case for a shared Revenues Service be approved for implementation.**

4. PRESENTATIONS

4.1 Planning

Mrs Bamford gave a verbal update on transformation of the planning application process. She reported that collection of information from a variety of sources had started in February and had identified possible ways of improving the system.

She reported that the next stage would be to pilot a new process but at the same time keep the old one running thus allowing Officers to identify best practice from both.

Members were informed that the new process would give Officers more time and opportunities to involve other professionals and the public at an earlier stage in the planning application process.

4.2 Environmental Services

Mr Revans gave a presentation on Environmental Services transformation. He reported that the process was at an early stage having started on 14th June. Two areas had been identified to undergo transformation:

- Waste Collection / Management
- Stores

In respect of Waste Transformation work had begun on gathering demand and data collection for waste transformation. The information gathered would be used in the project for route optimisation which would be carried out over the next 6-8 months. The team had looked at service requests but had found that these did not show the whole picture. Identification of latent demand had shown that proactive, planned works were not being carried out on time and this failure was adding to service requests received.

A strategic purpose had been identified as 'keep my place safe and looking good'.

In respect of Stores Transformation Mr Revans reported that planning work had been undertaken and work was expected to start in August. The intervention team would include, among others, staff from Stores and Housing. The Heads of Environmental and Housing Services would both be involved in the intervention and it was anticipated that the process would be relatively quick with implementation within a month of the start date.

4.3 Rent & Welfare & Housing Options

Mrs Tompkin gave an update on transformation in Housing, with a particular focus on Housing Options. Using the Vanguard Model checks had been made on the following areas:

- Housing Advice / Homelessness
- Special Needs Housing
- Housing Allocations
- Customer Services

In March 2012 a trial was undertaken which involved a multi-disciplinary team of Officers from the One Stop Shop (OSS), Benefits, Special Needs and Housing Advice. New demands were dealt with at the first point of contact until completion using a common purpose and principles as follows:

Common Purpose: 'Help me find somewhere to live that meets my needs, when I need it.'

Principles:

- Take time to listen and understand my problem
- Help me find a solution
- Don't leave me until my problems is resolved

5. NEXT MEETING

Members noted that the next meeting of the Board would be held on **Thursday, 11th October 2012 at Committee Room 2, Redditch Borough Council** commencing at **5.30 pm**, as previously.

The meeting commenced at 5.30 pm and closed at 7.40pm