



BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

WEDNESDAY, 24TH AUGUST 2005
AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors D. C. Norton (Executive Leader), Mrs. M. M. T. Taylor (Deputy Executive Leader), B. L. Fuller C.B.E. Q.F.S.M., Mrs. J. M. L. A. Griffiths, R. Hollingworth and P. J. Whittaker

AGENDA

Council Agendas and Minutes are available on our website at www.bromsgrove.gov.uk/meetings

1. To receive apologies for absence
2. Declarations of Interest
3. To confirm the Minutes of Meeting of the Executive Cabinet held on 17th August 2005
4. Public Questions
5. Issues arising from Overview and Scrutiny Committees:
 - (a) Housing and Planning Policy Scrutiny Committee
 - (i) Taxi Ranks - Second Scrutiny Report
 - (ii) Car Parking in Aston Fields for Commuters - Scrutiny Report
 - (iii) Building Inspections - Recruitment Issues - Scrutiny Report

6. Notices of Motion referred from Council under Council Procedure Rule 10:

- (a) Improvements at Bromsgrove Railway Station

It was proposed by Councillor G. G. Selway:

"This Council - bearing in mind the ongoing work relating to car parking and other access matters at Bromsgrove railway station within the Community Safety and Engineering and the Local Plans sections, and in respect of economic development within the Local Plans section, and the inconvenience and in some cases great difficulty caused to residents of Bromsgrove resulting from the withdrawal of peak-hour stops:-

A. welcomes and declares its support for:-

the proposals of the County Council in its provisional second Local Transport Plan (LTP) for major improvements at Bromsgrove railway station, and the possibilities of service improvement foreseen in that Plan and in the SRA's Route Utilisation Strategies (RUSes), as well as the work we ourselves have in hand;

B. recognises:-

the need for all the public bodies involved (whether mentioned in this Motion or not) to co-operate with each other and to allow positively for the facilitation of the delivery of infrastructure and services as contemplated in the Halcrow report on Bromsgrove station (2002), the LTP and the RUSes, and that the delivery may easily be obstructed by thoughtlessness or lack of co-operation on the part of any of those bodies;

C. calls upon:-

- (1) the Government Office for the West Midlands and the Department of Transport to ensure that adequate funding is available as soon as possible for those provisional second Local Transport Plan proposals to be implemented at the earliest date;
- (2) Network Rail to allocate an appropriate amount of the station enhancement budget mentioned to the improvement of its infrastructure at Bromsgrove station at the earliest date;
- (3) the County Council to declare a reciprocal support for the substance of this Motion;

and

D. therefore commits us and our officers to deliver the positive and co-operative approach described at item B above in every way and on every occasion where it is needed."

7. Monitoring of the Revenue Budget 2005/2006
8. Hackney Carriage Fares
9. External Funding for Wash Bay Facilities at the Depot
10. Performance Indicators - 1st Quarter 2005/2006
11. Appointment of Returning Officer and Electoral Registration Officer
12. Change Management
13. Windmill Avenue Parking Improvements
14. Customer Access Strategy
15. To consider any other business, details of which have been notified to the Head of Administrative Services prior to the commencement of the Meeting and which the Chairman by reason of special circumstances considers to be of so urgent a nature that it cannot wait until the next Meeting
16. To consider, and if considered appropriate, to pass the following resolution to exclude the public from the Meeting during the consideration of an item of business containing exempt information:-

"RESOLVED: that under Section 100A(4) of the Local Government Act 1972, the public be excluded from the Meeting during the consideration of the following item of business on the grounds that it involves the likely disclosure of "Exempt Information"

as defined in Part I of Schedule 12A to the Act, the relevant paragraph of that part being as set out below:-

<u>Item No.</u>	<u>Paragraph(s)</u>
17	7

17. Write-offs - Sundry Debts

S. NIXON
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

15th August 2005

BROMSGROVE DISTRICT COUNCIL

SPECIAL MEETING OF THE EXECUTIVE CABINET

Wednesday, 17th August 2005, at 6.00 p.m.

PRESENT: Councillors Mrs. M. M. T. Taylor (Deputy Executive Leader) (in the Chair), B. L. Fuller C.B.E. Q.F.S.M. and P. J. Whittaker

Observer: Councillor N. Psirides

57/05

APOLOGIES

Apologies for absence were received from Councillors Mrs. J. M. L. A. Griffiths, R. Hollingworth and D. C. Norton

58/05

REGULATION OF INVESTIGATORY POWERS ACT POLICY

The Cabinet considered a proposed corporate policy on Directed Surveillance and the use of Covert Intelligence Sources which had been prepared in the light of the Regulation of Investigatory Powers Act 2000. Following discussion, it was

RESOLVED: that the policy be approved.

59/05

LOCAL GOVERNMENT ACT 1972

RESOLVED: that, under Section 100A(4) of the Local Government Act 1972, the public be excluded from the Meeting during the consideration of the item of business the subject of the following Minutes on the grounds that it involves the likely disclosure of "Exempt Information" as defined in Part I of Schedule 12A to the Act, the relevant paragraph of that part being as set out below:-

<u>Minute No.</u>	<u>Paragraph</u>
60/05	1

60/05

REDUNDANCIES AS A RESULT OF THE SENIOR MANAGEMENT RESTRUCTURE

Following consideration of the report, it was

RESOLVED:

- (a) that the posts detailed in paragraph 3.2 of the Report be declared redundant as a result of the current senior management restructure with effect from 31st August 2005, with the exception of the Head of Administrative Services, which will take effect from 9th September 2005;
- (b) that the costs associated with the redundancies be made from the capitalisation direction which the Council has received from the Office of the Deputy Prime Minister, and that the actuarial strain costs be paid as a one-off payment to the Pensions Administering Authority (Worcestershire County Council) rather than the cost of the repayment being spread over the allowed six year period; and
- (c) that the specified payments within the powers of the Local Government (Discretionary Payments) Regulations be approved as part of a compromise agreement for those individuals facing redundancy.

(Note: Councillors B. L. Fuller C.B.E. Q.F.S.M., Mrs. M. M. T. Taylor and P. J. Whittaker declared a personal interest in this item as the postholders concerned were known to them).

The Meeting closed at 6.10 p.m.

Chairman

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24TH AUGUST 2005

TAXI RANKS – SECOND SCRUTINY REPORT

Responsible Portfolio Holder	Councillor P. J. Whittaker
Responsible Head of Service	Mr. V. Harrison, Head of Administrative Services Mr. J. Moody, Head of Community Safety and Engineering

1. SUMMARY

- 1.1 To consider the findings and recommendations of the Taxi Ranks Task Group.

2. RECOMMENDATION

- 2.1 Members are asked to approve the attached Taxi Ranks Task Group Scrutiny Report and the recommendations contained within it.

3. BACKGROUND

- 3.1 Please refer to “Summary of Actions since September 2004” under “Background and Methodology” section on page 2 of the attached Report.

4. FINANCIAL IMPLICATIONS

- 4.1 The total cost to implement all the recommendations contained within the attached Report is £1200.
- 4.2 The costs arising from the recommendations contained within the Report which are approved could be met from the provision for contingencies which amounts to £150,000 in 2005/06. Please note that the amount required is less than 1% of the total funding available.
- 4.2 The Bid for funding (Full Revenue Appraisal) is attached as Appendix VI to the enclosed Report and was formulated with the assistance of the Head of Financial Services.

5. LEGAL IMPLICATIONS

- 5.1 Traffic Regulation Orders (TRO) would need to be amended and the Worcestershire County Council’s Highways Partnership Unit have agreed to do this and cover the cost.

Background Papers

None.

Contact officer

Name: Della McCarthy, Administrative Officer
E Mail: d.mccarthy@bromsgrove.gov.uk
Tel: (01527) 881407



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SCRUTINY REPORT

TAXI RANKS – SECOND SCRUTINY REPORT

Task Group Report –
Housing and Planning Policy Scrutiny Committee
July 2005

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Appendix III – Response from Highways Partnership Unit re Executive Cabinet Decision

Appendix IV(a) & (b) – Maps of the New Arts Centre

Appendix V – Letter from Inspector D. Shaw, West Mercia Police

Appendix VI – Bid for Funding – Full Revenue Appraisal

BROMSGROVE DISTRICT COUNCIL

SECOND REPORT OF THE TAXI RANKS TASK GROUP

JULY 2005

MEMBERS

Councillors W. R. Newnes (Chairman), A. J. Dent, Mrs. R. L. Dent, D. Hancox, S. P. Shannon and Mrs. C. J. Spencer.

Mr. K. J. Nind (Representative of the Taxi Trade)

SUMMARY OF RECOMMENDATIONS

- Wheelchair Accessible Vehicles
Due to the wheelchair accessible vehicles being unable to enter and/or exit the multi-storey car park when accessing the shopmobility area, the space immediately outside Asda in Recreation Road South car park (which is currently used by taxis) also be used as a drop off point for disabled passengers in wheelchair accessible vehicles. (Cost: Nil)
- Golden Cross Public House
A taxi pick up/set down area be established where the existing daytime loading bay area is situated outside the Golden Cross Public House in the High Street with the appropriate sign and road markings. (Cost: 300)
- Worcester Road
The taxi pick up/set down area on Worcester Road be discontinued due to the problems taxi drivers and Police have due to its location. (Cost: Nil)
- New Arts Centre
Taxis be allowed to pick-up/set-down and wait for passengers at the Artrix car park located off school drive when the barrier to the car park is open and space is available, as authorised by the Board of the Bromsgrove Arts Centre Operating Trust. (Cost: Nil)
- General
The taxi ranks at the Bus Station and The Strand as well as the taxi pick up/set down area outside Asda have a sign installed showing members of the public where the taxi areas are and to help stop other drivers parking on the area as well as assisting the police enforce against illegal parking. (Cost: £900)
- Financial
That the costs arising from any of the above recommendations which are approved be met from the provision for contingencies which amounts to £150,000 in 2005/06.

The total cost to implement all the recommendations listed above is approximately £1200 which is less than 1% of the available budget.

Please Note: Section 17 of the Crime and Disorder Act 1998 states the Council has a legal duty to consider how our actions play a part in Crime and Disorder. The above recommendations, if approved, will assist this Council in reducing alcohol related crime and disorder.

The recommendations are in line with the Community Safety Strategy, the Licensing Act 2003 as well as the Council's key priority to have healthy and safe communities and the Council's objective to provide a safe and attractive environment. If the recommendations are not approved it may increase illegal parking and potentially there could be an increase in anti-social behaviour, particularly at weekends and evenings.

TERMS OF REFERENCE

At the Meeting of the Housing and Planning Policy Scrutiny Committee on 29th January 2004, it was decided a Task Group would be formed to consider the location of taxi ranks within Bromsgrove town centre and the Group would include a representative of the taxi trade.

The Taxi Ranks Task Group reconvened after 6 months in March 2005 to reconsider issues surrounding taxi ranks.

See appendix I for a list of those the Taxi Ranks Task Group have consulted since March 2005.

BACKGROUND AND METHODOLOGY

Summary of Actions since September 2004

The first Taxi Ranks Task Group Scrutiny Report was submitted to the Housing and Planning Policy Scrutiny Committee on the 9th September 2004 where it was agreed that, subject to amendments, it be recommended to the Executive Cabinet.

The Scrutiny Report was submitted to the next meeting of the Executive Cabinet on 13th October 2004. The Executive Cabinet agreed that “the recommendations contained in the report be considered as part of the budget preparation process, and in relation to other priorities and demands.”

The decision by the Executive Cabinet on 13th October 2005 was verbally reported back to members of the Housing and Planning Policy Scrutiny Committee at its meeting on the 21st October 2004. Members suggested that the report be referred back to the Executive Cabinet requesting that one particular recommendation relating to taxi rank signs be approved and implemented as quickly as possible. Members understood that all the recommendations contained within the report could not all be approved immediately due to the lack of funding; however it was hoped that certain recommendations could be implemented quickly and relatively cheaply. Members of the Committee also agreed that the Executive Cabinet be requested to consider making funding available in the future which could be used to implement Scrutiny Committee recommendations that were approved by the Executive Cabinet.

A further report was therefore submitted to the Executive Cabinet Meeting on the 10th November 2004 and the Executive Cabinet agreed that the Highways Partnership Unit should be approached regarding the possibility of funding and again it was agreed that the Scrutiny Committee’s requests “be considered as part of the budget preparation process, and in relation to other priorities and demands.”

A letter was sent to the Highways Partnership Unit Manager on the 22nd November 2004 (see Appendix II) and a response was finally received on 25th February 2005 (see appendix III) stating the Highways Partnership Unit will offer no funding.

Initially £20,000 had been included and prioritised as a “medium” pressure (to be utilised for emergency projects which arose including implementing recommendations made by Scrutiny Committees/Task Groups where they were consistent with the Council’s priorities and had been approved by the Executive Cabinet) in the proposed budget. However, only “high” and “unavoidable” pressures were approved as part of the budget for 2005/06.

23rd March 2005

The Taxi Ranks Task Group reconvened after 6 months and a meeting was held on the 23rd March 2005. The Corporate Finance Manager explained at that meeting that although the £20,000 prioritised as a medium pressure had not been approved as part of the budget for 2005/06, there was £150,000 which had been approved to be included as a contingency in the budget 2005/06, 2006/07 and 2007/08; and although there were no formal procedures in place at that time, there were templates relating to requesting funding as a bid which could be completed and submitted to the Executive Cabinet to see the funding required.

Other issues were also discussed such as legislation surrounding taxi rank signs and the impact Mill Lane alterations would have on the taxi rank at that location.

20th April 2005

The Head of Community Safety and Engineering, the Principal Licensing Officer and the Traffic and Development Engineer from the Highways Partnership Unit were all in attendance at the Taxi Ranks Task Group Meeting which took place on 20th April 2005.

The following issues were discussed:

- Wheelchair accessible vehicles
- Mill Lane alterations in relation to the taxi rank in that location
- Legislation surrounding taxi rank signs
- Worcester Road taxi area
- Proposed taxi set-down/pick-up area and taxi rank outside the Golden Cross Public House
- Police support and enforcing against illegal parking
- Local Licensing Forum
- Proposed taxi rank at New Arts Centre
- Bid requesting funding

9th June 2005

The third meeting took place on Thursday 9th June 2005. The Head of Community Safety and Engineering, the Principal Licensing Officer and the Traffic and Development Engineer from the Highways Partnership Unit were once again all in attendance.

The following items were discussed:

- Proposed taxi set-down/pick-up area and taxi rank outside the Golden Cross Public House
- Wheelchair accessible vehicles
- Taxi Rank signs
- Suggestion to have a Restriction Order on Worcester Road
- Council Wardens assisting the public to taxis
- Information from the Local Licensing Forum
- Mill Lane Speed Limit

30th June 2005

At the fourth meeting, which took place on Thursday 30th June 2005, the following was discussed in the presence of the Traffic and Development Engineer from the Highways Partnership Unit:

- Proposed taxi set-down/pick-up area and taxi rank outside the Golden Cross Public House

- Enforcement issues
- Letter of support from Inspector David Shaw, West Mercia Police and points raised for consideration
- Suggestion to have a Restriction Order on Worcester Road
- Proposal for a Taxi Rank at the New Arts Centre
- Draft Task Group Report
- Full Revenue Appraisal

RECOMMENDATIONS

Wheelchair Accessible Vehicles

Mr. Nind, the taxi trade representative who was co-opted on to the Taxi Ranks Task Group, had expressed on a couple of occasions that wheelchair accessible vehicles would not be able to enter and/or exit the multi-storey car park to set-down disabled passengers to the shopmobility area. Mr. Nind met with the Council's Assistant Engineer on the 20th April 2005 and when the Assistant Engineer saw the vehicle, he agreed with Mr. Nind.

This led to discussions on where wheelchair accessible taxis would safely set-down and pick-up disabled passengers at the Task Group Meeting which also took place on the 20th April 2005. Certain factors had to be taken into account which were:

- The large amount of space needed for the vehicle and the setting down and picking up of disabled passengers
- The length of time it takes to pick-up and set-down disabled passengers from wheelchair accessible vehicles
- The requirement of taxi drivers to park 3 metres away from other vehicles (otherwise they are liable if they was an accident)
- The need of an area for wheelchair accessible vehicles away from high volumes of traffic either on roads or car parks

Several options were discussed and it was decided that Mr. Nind, as a Taxi Trade representative and a representative from a local disabled group would discuss the issue further with the Head of Community Safety and Engineering.

What follows is a brief summary of the options the Task Group looked at as well as the advantages and disadvantages:

<u>OPTION 1</u> – Using existing taxi set-down and pick-up area	
<p>Advantages</p> <ul style="list-style-type: none"> ▪ No cost implications 	<p>Disadvantages</p> <ul style="list-style-type: none"> ▪ Wheelchair accessible vehicles would block any other taxis from using the set-down/pick-up taxi area for quite some time whilst loading or unloading their disabled passenger ▪ Following from the above, if a wheelchair accessible vehicle was using the area any taxis waiting would then be blocking other vehicles from exiting the car park

OPTION 2 – Extending the area outside the entrance of Asda, next to the existing taxi set-down and pick-up area, to create enough space for one wheelchair accessible vehicle

<p>Advantages</p> <ul style="list-style-type: none"> ▪ A separate mobility drop off point means wheelchair accessible vehicles will not block the existing taxi area. ▪ It is close to the entrance of Asda and quite close to the shopmobility 	<p>Disadvantages</p> <ul style="list-style-type: none"> ▪ Cost of extending the area
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OPTION 3 – Marking out a corner area in the Recreation Road South Car Park (by Asda) for wheelchair accessible vehicles

<p>Advantages</p> <ul style="list-style-type: none"> ▪ A separate mobility drop off point means wheelchair accessible vehicles will not block other vehicles ▪ It is close to the entrance of Asda and quite close to the shopmobility ▪ Costs implications are fairly minimal 	<p>Disadvantages</p> <ul style="list-style-type: none"> ▪ Safety issues for drivers and disabled passengers due to traffic in that location of the car park
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OPTION 4 – Marking out an area on Churchfields, outside the multi-storey car park which has a dropped curb.

<p>Advantages</p> <ul style="list-style-type: none"> ▪ A separate mobility drop off point means wheelchair accessible vehicles will not block other drivers ▪ Away from busy car park ▪ Very close to shopmobility ▪ Cost implications are fairly minimal 	<p>Disadvantages</p> <ul style="list-style-type: none"> ▪ Location is on a road ▪ Difficulty of disabled passengers entering the multi-storey car park and accessing shopmobility
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Unfortunately, Options 3 and 4 had to be ruled out due to safety. Option 2 is the ideal option, however, there are cost implications. Therefore, it is **RECOMMENDED** that Option 1 be approved and that this be reviewed 6 months after the shopmobility scheme is up and running to ensure the Council is not discriminating against the disabled by not providing a separate facility for them to use when they are being picked up/set down. If more disabled persons use the shop mobility scheme, this Council may have to consider Option 2 above and investigate the costs due to the disadvantages of Option 1 having a greater impact.

Golden Cross Public House

There have been several discussions by Taxi Ranks Task Group members relating to the area outside the Golden Cross Public House.

Taxi Drivers and the Police have reported to the Taxi Ranks Task Group the problems of using the taxi area on Worcester Road (which was believed to be a taxi rank – see “Worcester Road” section for more details). Due to the location, taxi drivers are often blocked in on Worcester Road by people leaving the nightclub and have on many occasions had to ignore the no entry sign and leave via Station Street. Many options were looked at relating to moving the location of the taxi area to another part of Worcester Road, however, none were viable, mainly due to the major cost implications.

Creating a taxi pick-up/set-down area and/or a taxi rank outside the Golden Cross would mean a taxi area on Worcester Road would not be required. West Mercia Police and the Highways Partnership Unit support the recommendations below. (Please see the appendix V to view the letter received from Inspector Shaw, West Mercia Police.)

You will note that the letter from Inspector Shaw which is attached as appendix V to this report asks for three points to be taken into consideration. The Task Group has done this as requested and have decided that points 1 and 3 in the letter are not necessary at this time particularly taking into account the lack of funding available and therefore will be reconsidered when the Taxi Ranks Task Group reconvene in 12 months time. With regard to point 2, we have been informed that the CCTV operators do have a clear view of the area outside the Golden Cross Public House as the Police requested.

What follows is a brief summary of the options:

OPTION 1 – An evenings-only taxi pick-up/set-down area be established where the existing daytime loading bay area is situated outside the Golden Cross Public House in the High Street with an appropriate sign and road markings	
Advantages <ul style="list-style-type: none">▪ Having a centralised taxi area for members of the public leaving licensed premises in the evening▪ Taxis no longer being blocked in by crowds on the Worcester Road and forced to exit via a one-way road in the opposite direction▪ Help to take members of the public away from the town centre as quickly as possible and therefore helping to reduce anti-social behaviour in line with the Council's Community Safety Policy.	Disadvantages <ul style="list-style-type: none">▪ Minimal cost implications for road markings and a sign (<i>Worcestershire County Council has agreed to fund amending the existing Traffic Regulation Order (TRO) costing £1500</i>)

<p>OPTION 2 – That the existing daytime loading bay area outside the Golden Cross Public House be extended (towards Pizza Hut) and a 24-hour taxi rank be formed with appropriate signs and road markings. The rank should accommodate two taxi spaces.</p>	
<p>Advantages</p> <ul style="list-style-type: none"> ▪ Having a 24-hour centralised taxi rank for members of the public 	<p>Disadvantages</p> <ul style="list-style-type: none"> ▪ Cost implications for the minor works ▪ Possibility of statutory undertakers apparatus underneath the area may need to be moved/lowered.

<p>OPTION 3 – Both Options 1 and 2 above</p>	
<p>Advantages</p> <ul style="list-style-type: none"> ▪ See advantages for both Options above 	<p>Disadvantages</p> <ul style="list-style-type: none"> ▪ See disadvantages for both Options above

Due to the cost implications to implement Option 2 and therefore, Option 3, we **RECOMMEND** that Option 1 be approved which you will note is fully supported by West Mercia Constabulary as well as the Highways Partnership Unit who have agreed to pay for amending the Traffic Regulation Order (TRO) costing £1500 which leaves only £300 for the District Council to pay to cover the sign and any appropriate road markings required.

The recommendation is in line with the Licensing Act 2003. Licensed establishments will soon be able to extend their opening hours and it is believed this will happen in Bromsgrove town centre so that public houses will be able to compete against Euphoria Nightclub. (The Hogs Head has already successfully acquired a late licence until 12am.)

One of the primary Licensing objectives is to reduce crime and disorder which relates to assisting members of the public away from the town centre as quickly as possible to their homes. Therefore, by creating more suitable taxi ranks and set-down/pick-up taxi areas in the town, such as outside the Golden Cross Public House, this can be seen as assisting the Council in meeting the objective of reducing crime and disorder and working in partnership with the Police.

This would also be in line with the Council’s Community Safety Strategy to reduce anti-social behaviour (including Section 17 of the Crime and Disorder Act 1998) for the same reasons as stated above.

Worcester Road

At the time of writing the previous report, it was believed that there was a taxi rank located on Worcester Road. However, investigations have shown that although the District Council put a taxi rank in place with the consent from County’s Highways Partnership Unit, the Traffic Regulation Order (TRO) put in place by the County was never revoked which makes the District Council’s Taxi Rank invalid. A representative from the Highways Partnership Unit (HPU) apologised for the confusion and it was further reported that their TRO on Worcester Road did not correlate with their signs. Therefore, the HPU stated that this would be amended and it was up to the Taxi Ranks Task Group whether or not an exemption for taxis should be included on the TRO to allow them to set-down and pick-up passengers.

After much deliberation, it was decided that as the taxi trade cannot use the area anyway due to the problems taxi drivers face, such as being blocked in by crowds leaving the nightclub, and therefore having no choice but to ignore the “no entry” sign and leave the area via Station Road. It was suggested by Mr. Nind, agreed by the other members of the Task Group and therefore it is **RECOMMENDED** that an exemption for taxis should not be included in the County’s TRO on Worcester Road.

Last year, we did consider options to improve the location of the taxi area on Worcester Road such as the idea of rearranging the traffic system in Worcester Road, under which traffic would flow down the right hand side of the road, leaving parking provision on the left hand side. An evening-only taxi rank (6.00pm onwards, for three vehicles) could then be provided on the left hand side outside the old C.A.B. offices at 47 Worcester Road. This would have several advantages including: (i) passengers would get into the vehicles from the nearside and would not have to cross the road to get a taxi and; (ii) there would be less likelihood of traffic flows being blocked by congregating pedestrians. Some minor physical works would be needed near Hoolahans Public House to enable the traffic to use the right hand side of the road. However, there are also disadvantages, the main one being the expense and length of time it would take to implement if approved. Another disadvantage is that shop owners and businesses on the Worcester Road would be opposed to moving the parking provision to the left hand side of the road, as most businesses are located on the right hand side. If moved, it would also mean that the drivers of cars using the parking spaces in Worcester Road would face the same safety issue which taxi passengers do now, which is stepping into the road to get in and out of a vehicle.

A new suggestion was made recently to place a Restriction Order on Worcester Road on Fridays and Saturdays between 12pm and 6am so that only emergency vehicles and taxis would be allowed in Worcester Road at those times. However, whilst this is legally possible, the Highways Partnership Unit is against this proposal as it would be denying access to Worcester Road for the majority of drivers and in doing so discriminate against them without just cause. The Police are opposed to this suggestion too as it would be unenforceable. We also believe that certain businesses on that section of Worcester Road (such as takeaways) are likely to object strongly to this proposal and therefore it was agreed that this would not be recommended.

Due to all the options suggested regarding the taxi area on Worcester Road having various disadvantages it is therefore hoped that the recommendations under “Golden Cross Public House” section of this report will be approved.

New Arts Centre

There is no taxi rank near the new Arts Centre at present and it was hoped that the Bromsgrove Arts Centre Operating Trust would agree to creating a taxi rank in the Artrix car park which is located off School Drive. However, due to recent vandalism problems the Board are against this idea as they are planning to install a barrier at the car park. However, the Bromsgrove Arts Centre Operating Trust has given full authority to taxi drivers to use the Artrix car park to set-down/pick-up and wait for passengers when the barrier is open. It was agreed that taxi drivers could also use the area just outside the Artrix car park on School Drive beside the lighted path leading to the Arts Centre. As there is no kerb, this would be ideal for setting down and picking up disabled passengers.

General

It is very important for both taxi drivers and members of the public to be aware of exactly where taxi ranks and taxi pick-up/set down areas are located in the town centre and therefore we strongly **RECOMMEND** that all taxi ranks/areas should have signs installed which comply with the 2002 Traffic Signs Regulations and that the Executive Cabinet be requested to approve the relatively small amount of funding required so that this important improvement, for both taxi drivers and members of the public, can be carried out as quickly as possible.

FINANCIAL IMPLICATIONS

Please refer to the table below for all estimated costs of implementing recommendations:

<u>RECOMMENDATION</u> (Please refer to the summary of the recommendations on page 1 of this report for further details)	<u>ESTIMATED COST</u>	<u>COMMENT</u>
Wheelchair Accessible Vehicles	N/A	No funding is required.
Golden Cross Public House	Max £300 approx	This is the cost for the sign (and any possible road markings required). The amendment to the Traffic Regulation Order (TRO) costing £1500 will be funded by the Highways Partnership Unit
Worcester Road	N/A	The cost of amending the Traffic Regulation Order (TRO) and changing the road markings costing £1500 will be funded by the Highways Partnership Unit.
New Arts Centre	N/A	No funding is required.
General	Max £900 approx	To cover costs of making and installing taxi signs at the taxi ranks at the Bus Station and The Strand as well as the taxi area outside Asda.
<u>TOTAL COST</u>	Max £1200 approx	This is the total cost to implement all the recommendations.

The recommendations are in line with the Council's key priority to have healthy and safe communities and the Council's objective to provide a safe and attractive district. If the recommendations are not approved it may increase illegal parking by other road users and potentially there could be an increase in anti-social behaviour, particularly at weekends and evenings.

As already stated, the recommendations contained within this report are in line with the Community Safety Strategy, the Licensing Act 2003 and Section 17 of the Crime and Disorder Act 1998.

It is important to note that the cost of dealing with the effect of crime and disorder is likely to be more than the cost of preventing it.

BID FOR FUNDING FROM THE REVENUE BUDGET 2005/06

The costs arising from the recommendations contained within this report which are approved could be met from the provision for contingencies which amounts to £150,000 in 2005/06. You will note that the amount required is less than 1% of the total funding available. Please see appendix VI which is the Bid for funding to implement the recommendations from the Revenue Budget 2005/06.

REVIEW

We have agreed that in another 12 months time members of the Task Group will meet again to review the effectiveness of decisions made by the Executive Cabinet relating to this Report.

Signed on Behalf of the Taxi Ranks Task Group

Councillor W. R. Newnes
Chairman of the Taxi Ranks Task Group

Contact Officer

Name: Della McCarthy, Administrative Officer

E Mail: d.mccarthy@bromsgrove.gov.uk

Tel.: 01527 881407

A List of Individuals the Task Group Consulted since March 2005

1. Mr. K. Nind, Taxi Trade Representative
Mr. Nind was made a co-opted member of the Taxi Ranks Task Group at the Meeting of the Housing and Planning Policy Scrutiny Committee Meeting on the 29th January 2004. Mr. Nind attended all the Task Group Meetings and represented the Taxi Trade.

2. Mr. J. Moody, Head of Community Safety and Engineering
Mr. Moody attended the meetings of the Task Group which took place between April 2005 and June 2005.

3. Highways Partnership Unit (Worcestershire County Council)
Mr. M. Walton, Traffic and Development Engineer attended all the meetings since March 2005.

4. Ms. J. Pickering, Corporate Finance Manager
Ms. Pickering attended the Meeting on 23rd March 2005 and explained to members how to make a bid for funding and informed them of the current situation of the Capital and Revenue Budgets.

5. Mrs. S. Smith, Principal Licensing Officer
Mrs. Smith attended the meetings of the Task Group which took place between April 2005 and June 2005.

6. Inspector D. Shaw, West Mercia Police
Inspector Shaw was contacted and he wrote a letter supporting the recommendations made by the Taxi Ranks Task Group.

7. Mr. G. Rocke, Partnerships Officer, Community Safety Partnership
Mr. Rocke assisted with the Bid for funding and signed the Bid (see page 4 of appendix VI) to confirm that the recommendations made by the Taxi Ranks Task Group will assist with reducing alcohol related crime and disorder within the town centre.

Your Ref.

Appendix II

Our Ref. DMM/TR.TG

If telephoning please ask for
Miss Della McCarthy – (01527) 881407

Or email
d.mccarthy@bromsgrove.gov.uk

22nd November 2004

Dear Mr. Twaite

Taxi Ranks Scrutiny Report

You may be aware that the Housing and Planning Policy Scrutiny Committee at its meeting held on the 29th January 2004 decided to form the Taxi Ranks Task Group to consider the location of taxi ranks within Bromsgrove town centre. The Task Group comprised of six Councillors from the Committee and a representative of the taxi trade. In total the Task Group met on seven occasions including two site visits and several people were consulted including Mr. M. Walton representing the Highways Partnership Unit.

The Task Group compiled a report which was approved by the Housing and Planning Policy Scrutiny Committee on the 9th September 2004. The report, along with details of all the financial implications, was then submitted to the Meeting of the Executive Cabinet held on the 13th October 2004 where it was decided that all the recommendations within the Taxi Ranks Scrutiny Report should be considered as part of the budget preparation process.

Members of the Housing and Planning Policy Scrutiny Committee agreed that one of the recommendations relating to improving taxi rank signs and road markings needed to be implemented as a matter of urgency and its meeting on the 21st October 2004, it was decided that the Taxi Ranks Scrutiny Report should be referred back to the Executive Cabinet asking members to consider this along with another issue. I have enclosed this report for your information. The recommendations referred to are stated on page 2 of the enclosed Taxi Ranks Scrutiny Report under the subtitle "General". These are the recommendations which the Housing and Planning Policy Scrutiny Committee believe should be implemented as a matter of urgency.

On the 10th November, the Executive Cabinet agreed that the Highways Partnership Unit should be approached regarding providing funding. Could you please inform me whether the Highways Partnership Unit could provide any funding for the improvement of the taxi rank signs (by erecting larger signs) and repainting taxi bay road markings for taxi ranks located at Bromsgrove Bus Station, The Strand and Worcester Road. I believe the total cost would be approximately £1200.00 - £1350.00.

Please let me have your comments by Tuesday 30th November 2004 if at all possible.

Yours sincerely

Miss Della McCarthy
Administrative Services Division

Encs

Copy to: Mr. K. Dicks, Corporate Director of Resources
Mr. V. Harrison, Head of Administrative Services
Ms. K. Firth, Committee Group Lead (Executive)

Mr. N. Twaite
Highways Partnership Unit Manager
Worcestershire County Council
The Council House
Bucot Lane
Bromsgrove
Worcs. B60 1AA

Miss Della McCarthy.
Administrative Services Section.
Bromsgrove District Council.
The Council House,
Burcot Lane,
Bromsgrove.

25 February 2005

Our ref: WCC(B)/NST

Dear Della,

Re: Taxi Ranks

I refer to your letter regarding the above and apologise for the delay in replying.

I think it would be fair to say that in principal I would be willing to allocate funding for the "maintenance" of existing signs and markings if they were in need of renewal due to fair wear and tear.

The HPU's budget for Traffic Management is fully committed for the current financial year and early indications are that there will be no increase in funds next financial year. This means I would find it very hard to justify funding to simply enlarge existing signage that is serviceable and complies with current legislation.

To sum up, I would be willing to contribute funding for maintenance of existing lining and to replace damaged or defaced signs. Any maintenance works would have to be implemented as a package with other similar lining or signing works to ensure best value, therefore I could not offer to carry out the same by a certain date.

Unfortunately, I could not justify funding for improvement or new works.

Yours sincerely,

Nick Twaite
I. Eng. AMICE
Highways Partnership
Manager
Highways Partnership
in Bromsgrove

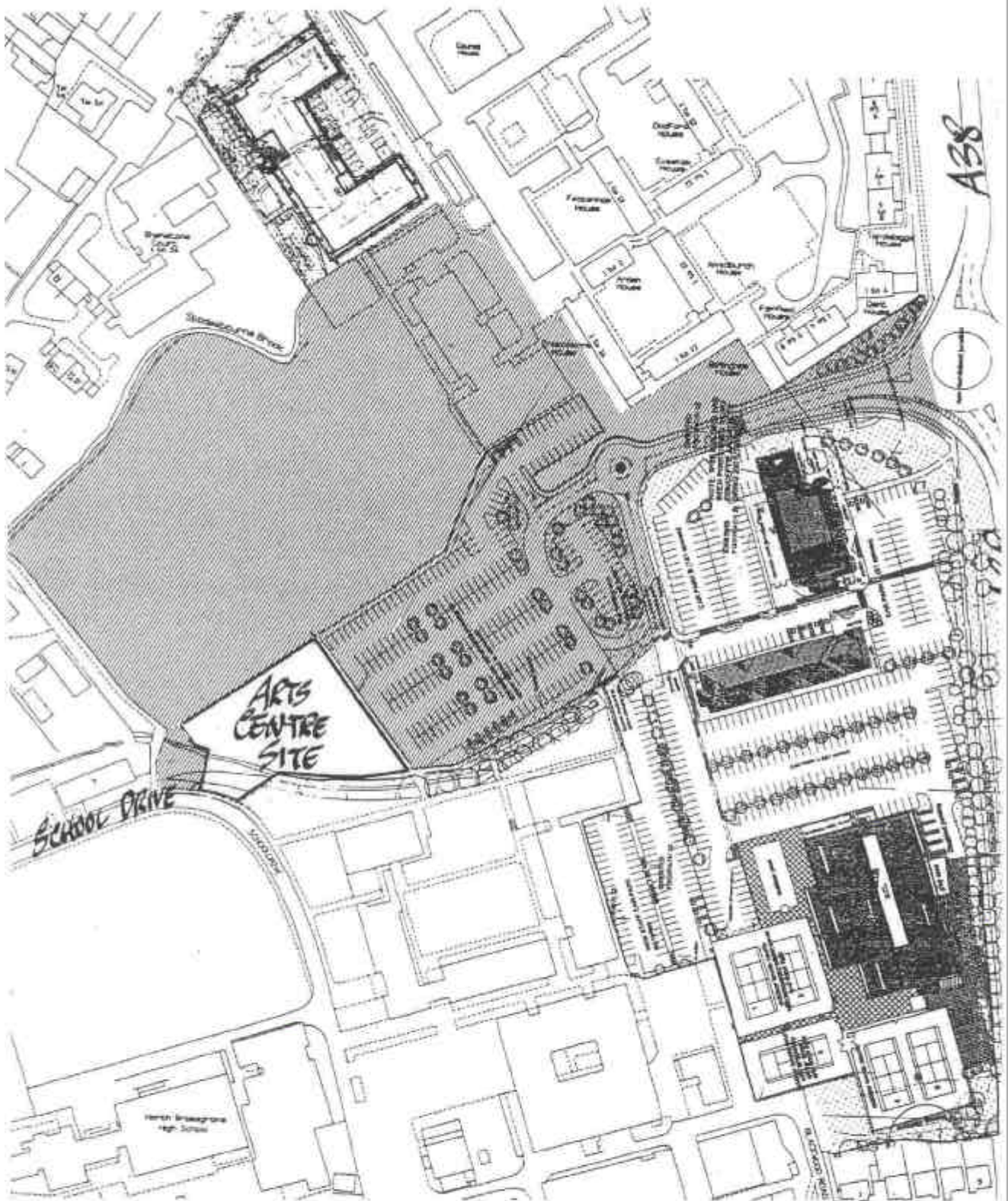
The Council House
Burcot Lane
Bromsgrove
Worcestershire
B60 1AA



INVESTOR IN PEOPLE

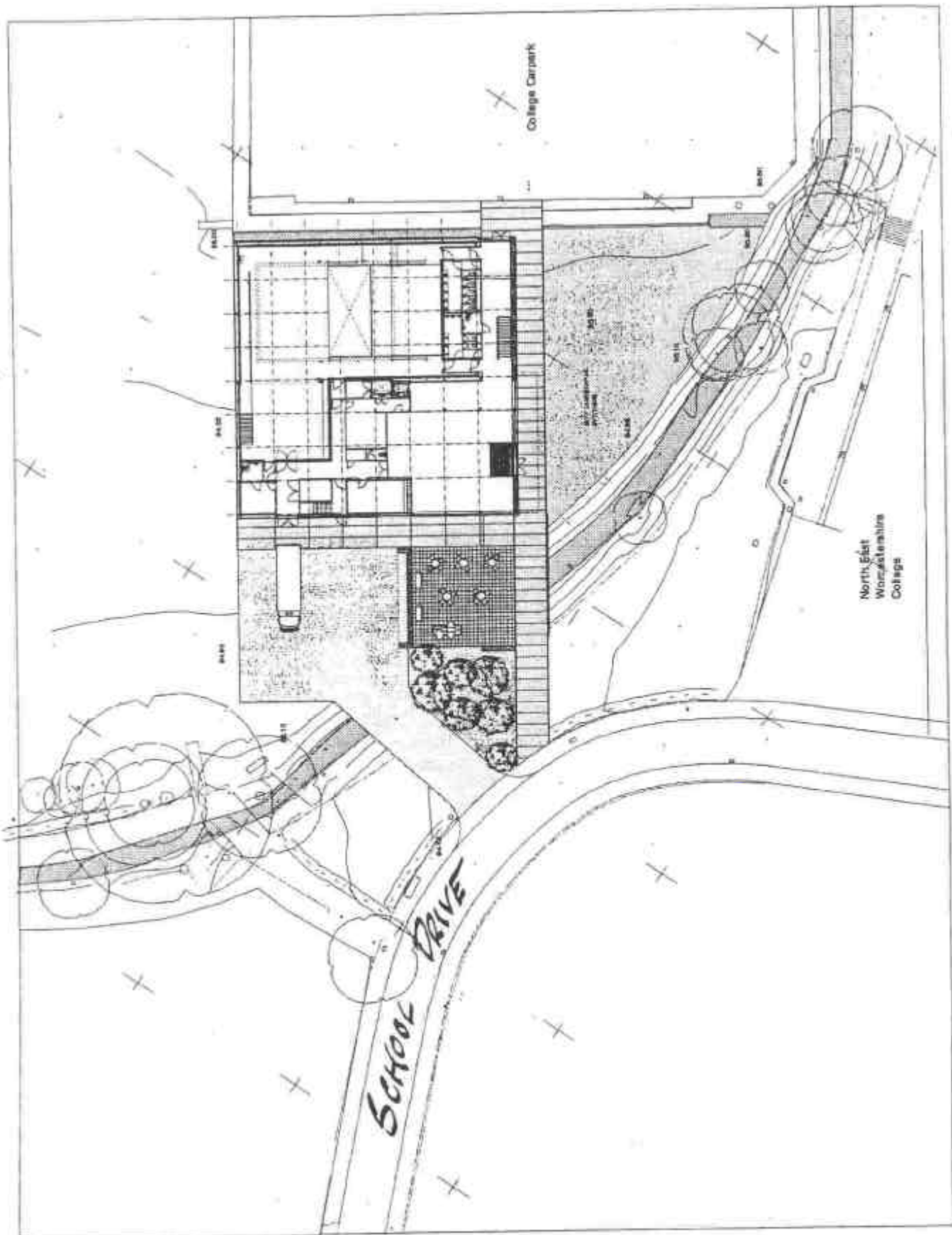
Nick Twaite
Highways Partnership Manager

Tel 01527 881368 • Fax 01527 881367 • Minicom 01905 766399 • DX 29941 Worcester 2
ntwaite@worcestershire.gov.uk • www.worcestershire.gov.uk



Plan Referred To:-
Land off School Drive, Bromsgrove





The Police Office
The Crescent
Bromsgrove
B60 2DF

Cllr W Newnes
Chairman
Taxi Ranks Task Group
Bromsgrove District Council

21st June 2005

Dear Mr Newnes

Proposed Taxi Area outside the Golden Cross, High St, Bromsgrove

I have been contacted and ask to relay my comments, on behalf of the local police, relating to a proposal to install an evening only 6pm to 6am taxi set-down/pick-up area outside the Golden Cross, High Street, Bromsgrove.

I can say that you have the total support of the police. The benefits will be enabling members of the public to be able to disperse from a central location within the town, particularly at weekends.

I would, however, wish to ask 3 things to be taken into consideration.

1. That the existing railings, on the opposite side of the road, be extended to the pedestrian crossing, at the end of the pedestrianised area. In doing so this will help to prevent accidents by members of the public crossing the road at that point and making them use the statutory crossing.
2. That the CCTV system be examined to ensure that there is a clear vision of the whole of the taxi set-down/pick-up area. There is evidence to say that disorder is often found at taxi ranks/areas late at night and early warning from your CCTV operators would be extremely useful.
3. Consideration be given to employing a marshal(s) on the taxi area when the public houses close. I know this may be a difficult decision to take but at least I would like to think that you have considered the possibility. It has been seen to be successful in Broad Street, Birmingham but I do realise that we would not have the same numbers involved.

Should you wish any further comments please do not hesitate to contact me

Yours sincerely,

D Shaw
Inspector

FULL REVENUE APPRAISAL

SCHEME: making and installation of signs for taxi ranks/areas and road markings and creating a taxi pick-up/set-down area in the centre of the town (outside the Golden Cross Public House)	START YEAR: 2005/06
KEY SERVICE OBJECTIVE: To ensure a safe and attractive district.	
BRIEF DESCRIPTION OF PROJECT	PRIORITISATION CATEGORY - 3(medium)
To install the signs and road markings identifying the taxi ranks/taxi areas in the town Centre and creating a taxi pick-up/set-down area in the centre of the town (outside the Golden Cross Public House).	
PROJECT LEADER:	John Moody

Element	Cash Flow £'000			
	Year 1 2005/06	Year 2 2006/07	Year 3 2007/8	Year 4 2008/09
Contract Payments	0	0	0	0
Equipment	0	0	0	0
Consultants Fees	0	0	0	0
In-house fees	0	0	0	0
Other costs (specify)				
Total Capital Cost	0	0	0	0
Income (describe) This should include the possibility for matched funding (e.g. SRB, ERDF, Co-Financing etc.)				
Total Capital Income	0	0	0	0
Net Capital Cost	0	0	0	0

REVENUE IMPACT

Element	Cost £'000			
	Year 1	Year 2	Year 3	Ongoing
Employee Costs (describe purpose) (Do not include Internal Design / Supervision Costs)	0	0	0	0
Maintenance Costs	0	0	0	0
Other Costs – cost of signs, road markings and creating a taxi pick-up/set-down area.	1.2	0	0	0
Total Revenue Cost	1.2	0	0	0
Income / Savings (describe)	0	0	0	0
Total Revenue Income / Savings	0	0	0	0
Net Revenue Impact	1.2	0	0	0

HUMAN RESOURCE IMPLICATIONS (of preferred option)	F.T.E. (+/-)
<i>None</i>	

ALTERNATIVES CONSIDERED include do nothing. If appropriate attach appraisal (including discounted cashflow and net present value calculations)

Alternative	Net Cost		Reasons for Rejection
	Capital	Revenue	
Do nothing	0	0	Impact on use of the taxi ranks by general public. Less visible signs – may increase illegal parking by other road users and potentially anti-social behaviour could increase, particularly at weekends in the evenings
Request Worcestershire County Council to fund signs	0	0	Has already been investigated and County will not fund signs. (However, County has agreed to fund the amending of the Traffic Regulation Order (TRO) to create taxi pick-up/set-down area.)

INTERNAL CONSULTATION (With other service heads/unions/Health & Safety Officer) It is vital that all appropriate managers are consulted (incl. HRM) All IT schemes to be submitted via Head of IT Services		
NAME / JOB TITLE	COMMENTS	SIGNATURE
Corporate Finance Manager	To be contacted to validate costs of signs and ensure financial regulations are adhered to.	
Community Safety Officer	Agree that proposals will assist with reducing alcohol related crime and disorder within the town centre	

METHOD OF EVALUATION

Success/Evaluation Factor(s)	Target	Target Date	Source of Information
Increased use of taxi ranks and taxi pick-up/set-down areas – potential reduction in illegal parking.	NA	NA	Discussions with taxi trade representative and West Mercia Police who fully support the proposals.
Decrease in anti-social behaviour (alcohol related crime and disorder has been highlighted as a major concern within the town centre) due to members of the public being able to easily return home from the town centre with a taxi area in the centre of town and therefore dispersing crowds. The cost of dealing with the effect of crime and disorder is likely to be more than the cost of preventing it.	N/A	N/A	Section 17 of the Crime and Disorder Act 1998 – Legal duty on the Council to consider how our actions play a part in crime and disorder.

PROJECT PLAN

Project Stage	Expected Timescale From Budget Approval (eg +1 month)
<p>Key stages required.</p> <p>Must include:</p> <p>Identification of position of signs</p> <p>Ordering of signs / purchase of signs</p> <p>Erection of new signs & road markings – in agreement with the Highways Authority</p> <p>Amending TRO to create a taxi pick-up/set-down area outside the Golden Cross Public House</p>	<p>+1 month</p> <p>+ 2 months</p> <p>+ 2 months</p> <p>+ 6 months</p>

ALL RISK FACTORS THAT COULD DELAY DELIVERY OF THE PROJECT.

None

RISKS OF PROJECT NOT BEING APPROVED

There will be a continuation of illegal parking on the Taxi Rank, the public may not be able to identify the taxi rank facility and thus reduces the accessibility to the general community.

Potentially, anti-social behaviour could rise due to taxis being unable to use the safe area outside the Golden Cross Public House, particularly with the introduction of the new licensing laws and premises being able to apply to remain open longer.

Justification

In order for funds to be released the business case must demonstrate a measurable return on investment. This must be demonstrated in the following areas. Please complete the appropriate section(s) below in support of your bid. All sections are to be completed.

1. Links to / impact on strategic objectives and council priorities

How will the funds requested be used to help the Council achieve its corporate objectives?

(the following objectives are not in any priority order)

1. A nice clean safe attractive District

The improvements to the signage would ensure that the public were aware of the taxi rank facility and would know that the vehicles and drivers were legally working.

The improvements would also help to reduce the amount of illegal parking. It is in line with the Council's Community Safety Strategy and West Mercia Police fully support proposals including creating a central taxi pick-up/set-down area outside the Golden Cross Public House.

The Council needs to take into account Section 17 of the Crime and Disorder Act 1995 in decreasing the fear of crime in the town centre.

2. An effective Local Development Framework

NA

3. A caring socially aware society

The improvements would help to ensure that the facility is accessible to taxi customers including the disabled to assist the Council in showing it does not discriminate.

4. A strong and expanding economy

The improvements would help the development of the taxi trade and a thriving, safe, night time economy, which is important for investment and employment and is attractive to all consumers.

5. Good sustainable leisure opportunities

Not Applicable

6. To be an efficient and effective Council

The improvements would demonstrate that the Council is making good use of its resources by implementing a project that could improve use of the town which West Mercia Police and the local taxi trade fully support.

2. Impact on customer satisfaction

What impact will this investment have on customer satisfaction? (e.g. an investment at a leisure centre could improve the facilities or increase the range of services available for customers and thereby increase the level of satisfaction) Please provide both narrative and an estimation of percentage increase.

The public would be able to identify the taxi ranks more easily and would lead to improved customer satisfaction of both the general community and the taxi traders.

Having a centralised taxi pick-up/set-down area in the town centre will assist the Police in dispersing crowds and the taxi trade take members of the public away from the town centre the weekend (evenings) and therefore assist with reducing anti-social behaviour including alcohol related crime and disorder as well as meeting the objectives laid down in the Crime and Disorder Act 1998.

3. Productivity benefits

How will the funds invested increase the volumes generated? E.g. by investing these funds the volume produced for each £ invested should increase.

Not Applicable.

4. Opportunity costs

What is the potential cost to the authority of not investing these funds?

NA

5. Asset savings

How will this investment generate asset savings e.g. being able to dispose of an asset as a result of this investment?

NA

6. Performance improvement

How will this investment help to improve performance? Please list the PI's that will be affected and the expected change.

NA

Assumptions

Please detail the assumptions that have been made that will affect whether a measurable return on investment is achieved.

BUDGET HOLDER (S)	PORTFOLIO HOLDER (S)
John Moody	Councillor P. J. Whittaker
John Moody	

Date of completion: 14/4/2005

Assessment of scheme by Capital Asset Projects Group

Please detail the assumptions that have been made that will affect whether a measurable return on investment is achieved.

NA



CAPITAL SCHEMES PRIORITISATION CRITERIA

Category 1:

Projects for which the council has no option because the work derives from a statutory requirement. The statutory nature must be rigorously tested and confirmed by reference to the specific legislation involved. Where there are options as to the delivery of the project these must be investigated and the results published. This category will include schemes financed by matched funding and also schemes of a health and safety nature.

In this category it does not matter whether the project fits in with the corporate objectives. It is the statutory nature that is critical.

Category 2:

Projects which clearly relate to the achievement of the corporate objectives. This must be evidenced with reference to the specific objective(s). In order to assist in prioritisation within this category, the following information must be provided per project:

- A clear and concise statement of the objectives of the project
- A clear and concise evaluation of the options for delivering the project
- Objective statement of potential outcomes: (e.g.) number of people who benefit
 - how they benefit
 - additional finance generated
 - partnership benefits
 - relevance to national issues
 - cross-cutting issues addressed
 - environmental impact

The supporting data will be used to determine relative priorities within this category.

Category 3:

Projects which do not clearly relate to the achievement of the corporate objectives, but which nevertheless have an impact.

Category 4:

All other projects.

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24TH AUGUST 2005

CAR PARKING IN ASTON FIELDS FOR COMMUTERS

Responsible Portfolio Holder	Councillor Mrs. M. M. T. Taylor Councillor P. J. Whittaker
Responsible Head of Service	Mr. M. Griffiths, Director of Planning Services Mr. J. Moody, Head of Community Safety and Engineering

1. SUMMARY

- 1.1 To consider the recommendation made by the Housing and Planning Policy Scrutiny Committee.

2. RECOMMENDATION

- 2.1 That approval be given to the submission of a bid requesting funding from the Capital Budget for 2006/07 in respect of the provision of additional parking at Aston Fields Social Club for commuters using Bromsgrove Railway Station.

3. BACKGROUND

- 3.1 At the Executive Cabinet Meeting on the 15th December 2004, members considered recommendations made by the Housing and Planning Policy Scrutiny Committee in relation to the possible use of land that lies immediately south of Bromsgrove Railway Station as a temporary car park.
- 3.2 Attempts to obtain a meaningful response from English Welsh Scottish Railways (EWS) and Network Rail on this subject have so far been fruitless and the Scrutiny Committee has therefore been considering whether any other steps might be taken by the Council to alleviate the on-street parking problems in residential roads near to Bromsgrove Station, and the difficulties which commuters encounter in finding a parking space. Arising from this, it was recommended to the Executive Cabinet at its meeting on the 16th March 2005 that the Tennis and Cricket Club and the Rugby Club in Aston Fields be contacted regarding the possibility of commuters using their car parking facilities during the daytime on a temporary basis (subject to cost and limitations) and this request was approved.
- 3.3 The Cricket, Hockey and Tennis Club, the Rugby and Football Club as well as Aston Fields Social Club were all contacted and all offered their parking facilities as possible additional parking for commuters.
- 3.4 At its meeting on the 21st July 2005, members of the Housing and Planning Policy Scrutiny Committee considered the report submitted relating to additional station parking in Aston Fields which detailed the outcome of the investigation of the feasibility of using the three existing car park sites to provide additional parking for commuters using Bromsgrove Railway Station (please see appendix I).

- 3.5 The Committee agreed that the car park at Aston Fields Social Club would be the most suitable option for various reasons such as cost and location.

4. FINANCIAL IMPLICATIONS

- 4.1 Aston Fields Social Club has offered their car park on a seven-day week basis with no daily time restrictions. The car park can provide approximately 130 spaces and does have some lighting and CCTV surveillance. It is recommended that the lighting be improved to ensure it is up to the industry standard. The cost for this work would be in the region of £10,000.
- 4.2 The club would wish to have the existing car park resurfaced to a hard standing tarmac surface and properly arranged in respect of spaces. It is likely that the entrance to the car park will have to be moved from its present position in Russell Croft so not to hinder the junction with Stoke Road. The estimated costs to undertake these works would be in the region of £25,000.
- 4.3 Therefore, the total estimated cost to resurface the car park to and provide lighting to current standards would be £35,000 which is £13,000 less than either of the other two options.
- 4.4 This report seeks approval to submit a bid requesting this funding from the Capital Budget for 2006/07 with funding from Capital Receipts, so that the Council can provide additional parking at Aston Fields Social Club for commuters using Bromsgrove Railway Station.

5. LEGAL IMPLICATIONS

- 5.1 A legal agreement between relevant parties would need to be secured and Aston Fields Social Club would be subject to inclusion in the Bromsgrove Car Parking Order within The Road Traffic Regulation Act 1984 for Off Street Parking.

Background Papers

None.

Contact officers

Name: Patrick Lees, Assistant Engineer
Email: p.lees@bromsgrove.gov.uk
Tel: (01527) 881357

Name: Della McCarthy, Administrative Officer
Email: d.mccarthy@bromsgrove.gov.uk
Tel: (01527) 881407

Name: Ken Whitehouse, Principal Accountant (Capital)
Email: k.whitehouse@bromsgrove.gov.uk
Tel: (01527) 881290

BROMSGROVE DISTRICT COUNCIL

HOUSING AND PLANNING POLICY SCRUTINY COMMITTEE

21ST JULY 2005

ADDITIONAL STATION PARKING ASTON FIELDS

Responsible Portfolio Holder	Councillor Peter Whittaker
Responsible Head of Service	Mr. J. Moody, Head of Community Safety and Engineering

1 SUMMARY

- 1.1 To investigate the feasibility of using existing car park sites to provide additional parking for commuters using Bromsgrove Railway Station.

2 RECOMMENDATION

- 2.1 There is no recommendation with this report; this is an information only report for members to consider.

3 BACKGROUND

- 3.1 Three organisations have offered there parking facilities as possible additional parking for commuters

Aston Fields Social Club
Stoke Road
Astonfields

Bromsgrove Cricket, Hockey and Tennis Club
St Godwalds Road
Astonfields

Bromsgrove Rugby Football Club
Finstall Road
Astonfields

- 3.2 **Astonfields Social Club** (see appendix 1 for location plan) is at the junction of Stoke Road and Russell Croft and is approximately 600m walking distance from/to the station. Stoke Road has footpaths each side of the carriageway and is well lit to highway standards for urban traffic routes.

The car park has a loose hard-core surface with an area of 1264m² capable accommodating approximately 130vehicles, at present there are no facilities for disable parking.

The access is off Russell Croft, close to the Stoke Road junction, this is subject to Bromsgrove Highways Partnership assessment on its position being so close to the junction of Stoke Road.

The car park is partially lit by two industrial floodlights at the rear of the clubhouse and the club has its own CCTV system in place.

The club are looking to allow use on a seven-day week basis and would wish to see a permit parking system in place and policed by this council. This council could provide permits for commuters and the club will provide permits for their members to assist policing.

- 3.3 **Bromsgrove Cricket, Hockey and Tennis Club** (see appendix 2 for location plan) is situated at St Godwalds Park along St Godwalds Road Astonfields and is approximately 600m walking distance to/from the station.

The route from the Station along Finstall Road to St Godwalds Road is well lit and has a wide footpath to the junction of Rutherford Road where the footpath and lighting ceases; from here the road becomes very narrow and is unlit for approximately 150m to the clubs entrance.

There is a wide entrance to the clubs land, however the entrance visibility displays are hindered by the hedges being overgrown making it very difficult to egress.

There is an existing hard standing car park marked out for 31 spaces although some have faded and at present there are no facilities for disabled parking. The club would be willing to allow the existing car park to be increased in size and other parts of there land be converted to parking and this would probably give an approximate extra 25 spaces.

Lighting is provided from two columns, each with two domestic 500w floodlights controlled by dusk to dawn motion detectors. At present only one column has two units the other column has the bracket with just one broken unit, it has not been possible to discern if any of the lights work.

The club are looking to allow use on a Monday to Friday basis only and would wish to see a permit parking system in place and policed by this council. This council could provide permits for commuters and the club will provide permits for their members to distinguish a difference.

- 3.4 **Bromsgrove Rugby Football Club** (see appendix 3 for location plan) is situated along Finstall Road with a walking distance of approximately 600m from/to the station.

The route from the station along Finstall Road has a wide footpath all the way unfortunately the highway is only lit as far as the railway bridge.

The entrance is physically wide enough to take two-way traffic; in practice only one vehicle will be able to ingress/egress at a time.

There are two car parks, the first as you come into the entrance and is of a hard standing, there are no spaces marked out other than two disable spaces and for club officers, there is no lighting and the car park has the capacity for 22 vehicles along one side.

From car park one there is a narrow gravelled road going round the back of the club house to the second car park which is a gravelled surface of 1361m² capable of taking 65 vehicles although no spaces are marked. There is no lighting to this car park although there is the infrastructure to install lights.

There are no CCTV cameras although there is some one on site for the majority of the time.

The club are looking to allow use on a Monday to Friday basis only and would wish to see a permit parking system in place and policed by this council. This council could provide permits for commuters and the club will provide permits for their members to distinguish a difference.

The club also allow use of their clubhouse by others and would have to share the parking facilities however there is only one large use of the car park on a monthly basis but would cause problems in policing.

3.5 **Generally**

Car parks without spaces being marked will lead to poor parking and result in inefficient use of parking area.

Loose surface car parks are adequate for low volume use, however the daily use and probable high number of vehicles a loose surface would quickly deteriorate.

3.6 While the HPU have been consulted with regard to this issue as yet a definitive response to each of these sights has yet to be received. It is hoped that such comments will be available at the time of the scrutiny committee.

4 **Financial Implications**

4.1 Each of the three clubs have indicated that they are not so interested in financial remuneration for the allowed use of their car parks but would be interested in improvements to there club facilities.

4.2 **Astonfields Social Club** have offered their car park on a seven-week use with no daily time restrictions. The car park can provide approximately 130 spaces and does have some lighting and CCTV surveillance.

The club would wish to have the existing car park resurfaced to a hard standing tarmac surface and properly arranged in respect of spaces.

It is probable that the entrance to the car park will have to be moved from its present position in Russell Grove so not to hinder the junction with Stoke Road.

Estimated costs to undertake these works would be in the region of **£25,000**

4.3 **Bromsgrove Cricket, Hockey and Tennis Club** have offered their car parking facilities of 31 spaces on a Monday to Friday basis and would prefer commuter vehicles to be gone by 1900hrs.

For providing this service the club would wish to have a hard standing surface of tarmac adjacent to the clubhouse laid.

The club also indicates that the existing parking could be extended and would provide approximately an additional 25 spaces.

Estimated costs for the above works would be in the region of **£38,000**.

4.4 **Bromsgrove Rugby Football Club** have offered their car parking facilities of approximately 85 spaces on a Monday to Friday basis and are uncomfortable with commuter vehicles being on site after 1900 hrs, there is also a possible conflict with other users of the club facilities.

In return for the use of the car parks the club indicated that they would like to have the gravelled car park hard surfaced with tarmac, if we were to go with this arrangement then the access road would also have to be brought up to standard with a hard durable tarmac surface.

Estimated costs for the surfacing works and white lining of both car parks would be in the region of **£30,000**

- 4.5 **Lighting** all the above costs are for surfacing and DDA requirements only and do not include any other costs, however it is recommended that lighting be considered for all three car parks especially for Bromsgrove Cricket, Hockey and Tennis Club and Bromsgrove Rugby Football Club where there is no lighting of any significance and no residual lighting from street lighting columns.

Costs for Astonfields Social Club to bring up the lighting of the car park to the industries standard would be in the region of **£10,000**.

Costs for Bromsgrove Cricket, Hockey and Tennis Club to illuminate the existing car park to the industries standard would be in the region of **£10,000**.

Costs for Bromsgrove Rugby Football Club to illuminate both their car parks to the industries standard would be in the region of **£18,000**.

- 4.6 It is expected that permits would be supplied within the existing permit system and costs would be for administration would be included in the price of the permit.
- 4.7 Members should be aware that at present there is no provision in Capital or Revenue budgets for the above scheme.

4.8 **Summary of Costs**

Aston Fields Social Club

Resurface car park to current standards

Provide lighting to current standards

Estimated total costs £35,000

Bromsgrove Cricket, Hockey and Tennis Club

Resurface car park to current standards

Provide lighting to current standards

Estimated total costs £48,000

Bromsgrove Rugby Football Club

Resurface car park to current standards

Provide lighting to current standards

Estimated total costs £48,000

5 **Legal Implications**

- 5.1 Subject to members recommendations the chosen car park would be subject to inclusion in the Bromsgrove Car Parking Order within The Road Traffic Regulation Act 1984 for Off Street Parking.

Contact Officer

Name: Patrick Lees, Assistant Engineer

Email: p.lees@bromsgrove.gov.uk

Tel: 01527 881357

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24TH AUGUST 2005

BUILDING INSPECTIONS – RECRUITMENT ISSUES

Responsible Portfolio Holder	Councillor Mrs. M. M. T. Taylor
Responsible Head of Service	Mr. M. Griffiths, Director of Planning Services

1. SUMMARY

- 1.1 To consider the recommendation made by the Housing and Planning Policy Scrutiny Committee.
- 1.2 A report on staffing recruitment and retention issues within Building Control is currently in preparation and it is anticipated that it will be submitted to the Executive Cabinet at some point in the near future.

2. RECOMMENDATION

- 2.1 That problems surrounding recruitment of inspectors in the Building Control Section of the Council be investigated as a matter of urgency.

3. BACKGROUND

- 3.1 At its meeting held on the 21st July 2005, members of the Housing and Planning Policy Scrutiny Committee considered the performance monitoring figures for those services subject to the scrutiny of the Committee for the financial year 2004-2005.
- 3.2 A discussion ensued relating to PO6 which showed the percentage of active sites inspected at least every 3 months was below target due to workload increase, staff vacancies since the beginning of July 2004, as well as additional legislation and regulations.
- 3.3 Members stated their concerns over the lack of inspectors carrying out building inspections and that the performance monitoring information showed that only 35% of active sites were inspected a minimum of every three months during the financial year 2004-2005, which was considerably lower than the target of 85%.
- 3.4 The Head of Local Plans explained at the Committee meeting that the poor performance for this particular indicator reflected the major difficulties the Building Control Section had with recruitment. The Committee was informed that there is a national shortage of qualified Building Control surveyors and that the salaries offered by this Council for the vacant posts are comparatively lower than those offered by other Councils for similar jobs.
- 3.5 Therefore, members of the Committee would like to make the Executive Cabinet aware of the serious concerns they have in relation to the lack of qualified Building Control surveyors carrying out building inspections and believe this could cause major problems if the issues surrounding recruitment are not looked into as a matter of urgency.

3.6 The key factors are as follows:

- There is a national shortage of qualified Building Control surveyors
- Recruitment response to four adverts has resulted in zero applications for the vacant posts (the last advertisement being June 2005)
- Staff are leaving to take up more attractive jobs with better remuneration (two Building Control surveyors left to take up better paid positions in June 2004 and November 2004)
- Building Control is a considerable income generator for the authority from both application charges and partnership work
- Building Control is a statutory function
- Building Control application numbers have increased year on year for the last five years

4. FINANCIAL IMPLICATIONS

4.1 The review of salaries will involve additional costs. Detailed information of options and costs incurred will be included in a report by the Head of Planning Services at a future date.

5. LEGAL IMPLICATIONS

5.1 Processing of Building Regulation applications and inspection of work, dealing with work under the Building Act for demolitions and dangerous structures is a statutory function.

Background Papers

None.

Contact officers

Name: Della McCarthy, Administrative Officer

Email: d.mccarthy@bromsgrove.gov.uk

Tel: (01527) 881407

Name: Jayne Pickering, Head of Financial Services

Email: j.pickering@bromsgrove.gov.uk

Tel: (01527) 881207

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24th August 2005

MONITORING OF THE REVENUE BUDGET 2005/06

Responsible Portfolio Holder	Councillor Roger Hollingworth
Responsible Head of Service	Corporate Director (Resources)

1. SUMMARY

- 1.1. The purpose of this report is to inform Executive Cabinet of the financial position of the Revenue budget with comparison between actual spend and projected budget for the period April 2005 to June 2005.

2. RECOMMENDATIONS

- 2.1 It is recommended that Executive Cabinet note:

- 2.1.1 the underspend of £78k for the period April 2005 to June 2005.
- 2.1.2 the variances to net expenditure for the revenue services.
- 2.1.3 the extension of the bank contract with HSBC until 31.03.2007.

3. BACKGROUND

- 3.1 On 1st March 2005 Council approved a Revenue budget of £11,298,227 relating to the cost of General Fund Services. In addition to this expenditure a return of £1,135,800 was expected as interest on investments.
- 3.2 As part of the medium term financial plan there were savings identified of £1.640m and financial pressures of £1.372m that were included in the budget for 2005/06. Monthly monitoring reports are now prepared for consideration and review by officers to ensure that savings are achieved and that any issues are addressed in a timely manner.

4. REVENUE MONITORING POSITION APRIL-JUNE 2005

- 4.1 The financial position for the period April – June 2005/06 shows an underspend of £78k for the year to date. The variances at June have been calculated by comparing actual expenditure with the budgeted expenditure for each budget (the profiled budget) as at the end of June 2005. The summary by Department is shown at Table 1 below:

Table 1

Service Department	Approved Budget 2005/06 £'000	Profiled Budget April-June 2005/06 £'000	Revised Actual April-June 2005/06 £'000	Variance April-June 2005/06 £'000
Community Safety and Engineering	949	227	196	-31
Environmental Health	648	162	162	-
Leisure	1,295	372	375	3
Planning	592	98	48	-50
Support Services	5,036	1,309	1,298	-11
Depot Services	2,778	695	706	11
TOTAL SERVICES	11,298	2,863	2,785	-78

5. VARIATIONS TO JUNE 2005

5.1 The main reasons for the variations are :

5.2 Engineering and Community Safety - Underspend £31k

Vacancies in the engineering department (£16k) together with underspend due to the delay in the implementation of the Shopmobility scheme (£5k) and general administrative savings (£10k).

5.3 Planning – Underspend £50k

Vacancies in Local Plans and Development Control (£40k) together with the current savings relating to planning enquiry costs (£4k) and general administrative savings (£6k).

5.4 Support Services – Underspend £11k

The net effect of vacancies in Financial Services, Revenues and Benefits and Human Resources are the main reason for the current underspends.

5.4 Depot Services – Overspend £11k

Additional costs relating to unexpected maintenance required on fleet vehicles. This issue is to be addressed in the depot strategy and the planned programme of replacements for depot vehicles.

5.5 Recovery Plan Funds

As part of the capitalisation direction received from the ODPM there were funds made available of £750k to utilise for areas where work was to be undertaken relating to the Recovery Plan. From April – June 2005 costs of £101k were attributed to these funds, these costs are not included in the above table. A further report is to be presented for members consideration at a later date to detail the projects and their respective outcomes.

5.6 **Interest on Investments**

The target for interest on investments for 2005/06 is £1.136m which equates to 4.75%. Over the last few months there has been an unexpected downturn in the investment market and the subsequent reduction in the Bank of England rate. The expectation is that the rate will reduce to around 4.46%. The investments are being held by Invesco and HSBC and have generated a surplus of £78k over the period April-June 2005 due to the trading that has been achieved within the criteria set by the Councils Treasury management policies. The surplus is not expected to be maintained over the next quarter. HSBC have agreed that there will be no bank charges (flat rate) for the period that the investments are held with them.

5.7 **Banking Arrangements**

It is recommended by officers that the bank contract is extended from 1.4.2006 to 1.4.2007 to ensure that a full appraisal can be undertaken of the Councils banking requirements prior to tendering the service. Initial assessments of the banking and income collection processes are currently being undertaken and the aim is to streamline the system of cash accounting in the Council in anticipation of new contracts being in place.

5.8 **Revenue Monitoring**

This report is the first revenue monitoring to members for the financial year 2005/06. Further improvements relating to the detailed analysis will be included for the report in November 2005.

6. **FINANCIAL IMPLICATIONS**

6.1 There is an underspend of £78k at June 2005.

7. **LEGAL IMPLICATIONS**

7.1 None.

8. **OTHER IMPLICATIONS**

8.1 There are no other implications arising directly from this Report.

Background Papers

Working papers

Contact officer

Name: Jayne Pickering – Head of Financial Services

E Mail: j.pickering@bromsgrove.gov.uk

Tel: 01527 881204

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24th August 2005

HACKNEY CARRIAGE FARES

Responsible Portfolio Holder	
Responsible Head of Service	Head of Administrative Services

1. Purpose of Report

To consider whether the Council's table of Hackney Carriage Fares should be regarded as a table of fixed fares, or a table of maximum fares.

2. Recommendation

That the existing situation, under which the table of fares is regarded as a table of fixed fares (meaning that no vehicle owner can charge less than the fare stated in the table) be continued. However, if this recommendation is not accepted and the Cabinet is in favour of a change to a table of maximum fares, it will be necessary to ask the Licensing Committee to make the appropriate adjustments to the Conditions on Vehicle Licences and Driver's Licences.

3. Background

- 3.1 At a meeting held on 20th June 2005, the Licensing Committee discussed a wide range of matters with representatives of the local taxi trade. Most of the matters discussed related to the taxi licensing system and fall within the remit of the Licensing Committee, but an issue was raised relating to Hackney Carriage Fares. The Licensing Committee agreed that the question should be re-examined, but this is a matter for the Executive Cabinet to decide.
- 3.2 At present, the table of fares prescribed by the Council is regarded as a table of fixed fares, meaning that no vehicle owner may charge less than the amount prescribed by the table for any journey. Some representatives of the Association who were present at the meeting held on 20th June 2005 asked that the Council should make a change to regarding the table as one of maximum fares, meaning that a vehicle owner could charge less than (but not more than) the prescribed amount for any journey. It has to be said that not all the representatives of the trade who were present seemed to be in favour of this change. The reason for the request appears to have been a desire to charge less to certain members of the community – the elderly were one group mentioned.
- 3.3 The question of whether the fares table should be regarded as "fixed fares" or "maximum fares" has a long and convoluted history in Bromsgrove, culminating in widespread consultations and several Committee reports in 1997-8. To summarise this history, the Council started out in 1987 with no table of fares at all, then introduced a table of maximum fares, changed to a table of fixed fares, back to a table of maximum fares and finally, in 1998, back to a table of fixed fares again! At the time of the final change, both the Bromsgrove Taxi Owners and Operators Association, and all the Hackney Carriage owners who responded to a second consultation exercise (although it has to be said that only 5 out of 26 responded at all) were in favour of fixed fares.

3.4 However, as in 1998, the Cabinet will need to direct its prime concern towards the orderly and efficient use of Hackney Carriage ranks in the District. The Council's rules and byelaws clearly require a passenger to hire the vehicle in first place on a hackney carriage rank (which will always be the vehicle which has been waiting there for the longest period). The "first vehicle" rule becomes difficult to enforce in a situation where the prospective passenger knows that he is likely to obtain a cheaper journey by using the second or third vehicle waiting on the rank (as might be the case if some firms were offering discounts but others were not), but if it is known that all vehicles will charge the same fare, then this problem is overcome. This point was made by one owner at the Licensing Committee's meeting on 20th June 2005 as he indicated that he was not in agreement with his colleagues' suggested change.

4. Financial Considerations

There are no financial implications for the Council in this matter.

5. Legal Considerations

The most relevant case on this matter was Sparkes v Newark and Sherwood District Council in 1986. The Magistrates' Court held that it was not legal to charge less than the amount shown on the taximeter. On referral, the Crown Court supported this decision but, apparently unsure of whether it was correct or not, referred the question to the High Court for a decision. The case was then abandoned, leaving the legal situation completely unclear! The only conclusion which can be reached is that both "fixed fares" and "maximum fares" are legal – a conclusion which is supported by the varying positions adopted by other Councils.

6. Risk Considerations

6.1 If the Council changes its policy, there is a risk of causing confusion, and possibly conflicts, on the Hackney Carriage ranks if prospective passengers attempt to hire vehicles which are not first on the rank. There is a possibility of arguments developing between taxi owners and/or passengers.

6.2 If the Council continues its policy, the main difficulty surrounds enforcement. If a complaint of undercharging is received, the only way of proving an allegation is likely to be if the passenger is prepared to give evidence that he/she has been charged at less than the prescribed rate.

Background Papers

None

Contact officer

Name: V. Harrison (Head of Administrative Services)

E Mail: v.harrison@bromsgrove.gov.uk

Tel: (01527 881419)

BROMSGROVE DISTRICT COUNCIL

REPORT TO EXECUTIVE

DATE: 24TH AUGUST 2005

REPORT TITLE:

USE OF EXTERNAL FUNDING FOR THE WASH BAY FACILITY AT THE DEPOT

Responsible Portfolio Holder	Councillor Brian Fuller
Responsible Head of Service	John Parkinson

1. SUMMARY

- 1.1 This report details the proposals to fund the construction of a new wash bay facility at the Central Depot.

2. RECOMMENDATION

- 2.1 It is recommended that the Committee approve the proposed use of Government grant funding to meet the costs of this project.

3. BACKGROUND

- 3.1 The Council's Capital programme for 2005/06 made provision of £20,000 for the construction of a wash bay facility at the Depot. A vehicle wash down facility is essential to ensure the cleanliness of the Council's tankers, and its refuse, recycling, and street cleansing vehicles to ensure they are safe, hygienic, and presentable.
- 3.2 The Depot has been without a proper wash down facility for over 12 months since the construction of the Waste Transfer Station at the rear of the Depot. The current arrangement for the cleansing of vehicles is by use of a temporary stand-by hose located within the Depot's vehicle parking area. These arrangements are considered to be inappropriate.
- 3.3 Drawings and a specification have been prepared for the new wash bay facility and sent out to approved contractors. The proposed new facility includes preparation of a suitable hard standing area, with vehicle ramps, appropriate screening, water supply, lighting, and drainage.
- 3.1 Quotations received to undertake the work have come in at £18,000 over budget. This is as a result of an incorrect estimation of the total cost when the capital bid was submitted, and for additional health and safety requirements.
- 3.5 Increasing the available budget to £38,000 is considered adequate to provide a purpose built wash bay facility that meets safety and environmental requirements.

4. FINANCIAL IMPLICATIONS

4.1 It is proposed to fund the existing shortfall by using external funding. Bromsgrove has recently received approximately £28,500 from a Waste Performance and Efficiency Grant from Defra. There are no specific requirements to invest the funding in a particular way and therefore it is proposed to allocate the money accordingly:

- £18,000 to fund the current shortfall for the Wash Bay facility.

Utilisation of the balance of £10,500 will be the subject of a separate report.

4.2 The alternatives to this proposal are:

- to reject funding this project entirely on the grounds of cost; or
- to find resources from within the Council's capital allocation.

Neither of these options are recommended.

5. OTHER IMPLICATIONS

5.1 There are no other implications arising directly from this report.

6. BACKGROUND PAPERS

- Drawings of vehicle wash down facility from Troy Kidsley Architecture – May 2005
- Quotations from contractors – July 2005

7 CONTACT OFFICER

Ian Stupple
Interim Depot Manager
Telephone: 01527 881703

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24th August 2005

PERFORMANCE INDICATORS – 1ST QUARTER 2005-2006

Responsible Portfolio Holder	All
Responsible Head of Service	Corporate Director of Resources

1. SUMMARY

1.1 This report provides the information relating to the Council's performance for the first quarter of Financial Year 2005-06 on service provision and includes both national performance indicators and where in existence, local indicator detail.

2. RECOMMENDATION

2.1 Members are asked to note the report.

3. BACKGROUND

3.1 The Council is required to deliver sustained improvements in the delivery of local services. All effective organisations need to know how well they are performing and what their strengths and weaknesses are.

3.2 The Government equally must ensure that high level priorities are being delivered and that standards are being met across the range of public services.

3.3 The Best Value Performance Indicators provide valuable information on the key services delivered locally and enable the Council to assess where we are and to set meaningful targets for further performance improvements.

3.4 The attached information (see appendix) has been prepared in full consultation with directors and heads of service who have provided such explanations as necessary on indicators where there is under performance against target.

4. Financial Implications

4.1 Any financial implications can only be identified when failing indicators have been fully analysed and appropriate improvement action plans have been developed. There is no existing budget provision defined.

5. Legal Implications

- 5.1 National BVPI's (Best Value Performance Indicators) are audited annually by the external auditor, KPMG, and the results are published.

6. Corporate Governance

- 6.1 Good performance management requires the availability of accurate and timely performance data. This Council is committed to addressing the changes required to exhibit good corporate governance and therefore is committed to putting into place an effective and efficient performance management framework. This information is therefore essential and should be used appropriately, re-defining its content as change is identified and thus ensuring that it remains relevant and useful.

Background Papers

Detailed performance information is attached.

Contact officer

Name Mr. K. Dicks
E Mail: k.dicks@bromsgrove.gov.uk
Tel: (01527) 881487

AS - Administrative Services National PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV179 % Standard searches carried out in 10 working days.	100.00	100.00	100.00	100.00	100.00	-	-	-	100.00	★	

AS - Administrative Services Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
ADM % of Committee Minutes produced in 5 Days	New	100.00	100.00	N/A	82.00	-	-	-	82.00	▲	
ADM % of Planning Committee Minutes produced in 10 Days	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	
ADM Return of information for Register of Electors	New	75.00	0.00	N/A	0.00	-	-	-	0.00	●	Process for the return of information on Register of Electors will not start until September 2005.

Star = Performance exceeding target
 Circle = Performance on target
 Triangle = Performance below target

Question Mark = data unavailable
 Exclamation Mark = No target to measure performance against

N/A = Not applicable
 Performance tolerance level is set at ± 10% target

A&P - Audit & Policy Local PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
A&P % of productive audit time	New	65.00	65.00	N/A	67.00	-	-	-	67.00	●	
A&P % of the scheduled audit plan delivered	New	90.00	23.00	N/A	0.00	-	-	-	0.00	▲	34% of audits for 2005/06 have been started and work is ongoing. The completion of audits has been delayed by additional work requested by KPMG, and additional responsibilities taken on due to a staff vacancy in Policy.
A&P % of audit assignments completed in timescales	New	90.00	90.00	N/A	0.00	-	-	-	0.00	▲	No audits have been fully completed this year.
A&P % Customer satisfaction with Internal Audit Service	New	90.00	90.00	N/A	0.00	-	-	-	0.00	▲	No customer satisfaction questionnaires have been issued this year. They are sent to customers following a completed audit.

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 Triangle = Performance below target

Question Mark = data unavailable
 Exclamation Mark = No target to measure performance against

N/A = Not applicable
 Performance tolerance level is set at ± 10% target

CSE - Community Safety & Engineering National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV126a Domestic burglaries per 1,000 households	13.73	13.10	3.27	N/A	2.31	-	-	-	2.31	★	
BV127a Violent crimes per 1,000 population	14.36	13.80	3.45	N/A	3.68	-	-	-	3.68	●	
BV127b Robberies committed per 1000 population	New	0.60	0.15	N/A	?	-	-	-	?	?	Awaiting data from West Mercia Police
BV128 Vehicle crimes per 1000 population	11.45	10.70	2.67	N/A	2.63	-	-	-	2.63	●	
BV156 % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	75.00	85.00	85.00	67.00	77.50	-	-	-	77.50	●	
BV174 Number of racial incidents recorded by the authority per 100,000 population.	0.00	0.00	0.00	N/A	0.00	-	-	-	0.00	●	
BV175 % of racial incidents that resulted in further action.	0.00	0.00	0.00	N/A	0.00	-	-	-	0.00	●	
BV225 Provision and effectiveness of services for victims of domestic violence	New	72.00	72.00	N/A	54.00	-	-	-	54.00	▲	New targets introduced 01/04/05

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 Triangle = Performance below target

Question Mark = data unavailable
 Exclamation Mark = No target to measure performance against

N/A = Not applicable
 Performance tolerance level is set at ± 10% target

CSE - Community Safety & Engineering Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
CSE 01 % of installation of Lifeline equipment within 5 days	New	95.00	95.00	N/A	93.00	-	-	-	93.00	●	Working towards new local target.
CSE 02 % of installation of Urgent Lifelines within 24 hours	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	
CSE 03 % of responses to Emergency Calls in 5 secs	New	90.00	90.00	N/A	31.00	-	-	-	31.00	▲	New local Performance Indicator, working to improve performance
CSE 04 % of responses to Emergency Calls in 20 secs	New	99.00	99.00	N/A	93.00	-	-	-	93.00	●	New local Performance Indicator, working to improve performance
CSE 05 % Responses to Excess charge appeals in 3 days	New	100.00	100.00	N/A	78.00	-	-	-	78.00	▲	New local Performance Indicator, working to improve performance
CSE Customer Satisfaction Ratings	New	90.00	N/A	N/A	?	-	-	-	?	? !	
CSE No. of spaces with Safer Parking Awards	New	421.00	421.00	N/A	321.00	-	-	-	321.00	▲	

Star = Performance exceeding target

Circle = Performance on target

Triangle = Performance below target

Question Mark = data unavailable

Exclamation Mark = No target to measure performance against

N/A = Not applicable

Performance tolerance level is set at ± 10% target

DEP - Depot Services National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV082a(i) % of Household waste recycled	14.50	21.00	21.00	16.86	17.87	-	-	-	17.87	▲	
BV082a(ii) Tonnes of household waste recycled	New	1905.54	1905.54	N/A	1337.47	-	-	-	1337.47	▲	
BV082b(i) % of Household waste composted	9.60	11.00	11.00	5.14	27.18	-	-	-	27.18	★	
BV082b(ii) Tonnes of household waste composted	New	998.13	998.13	N/A	2042.71	-	-	-	2042.71	★	
BV084a Household waste collection (kgs per head)	409.31	406.00	101.50	371.70	84.05	-	-	-	84.05	★	
BV084b Household waste collection % change	New	1.05	-1.21	N/A	-16.93	-	-	-	-16.93	★	
BV086 Cost of waste collection per household	Unavail	Unavail	Unavail	Unavail	?	-	-	-	?	? !	
BV091a % of households covered by kerbside collection of one recyclable	90.99	94.00	94.00	100.00	91.25	-	-	-	91.25	●	
BV091b % of households covered by kerbside collection of two+ recyclables	New	94.00	94.00	N/A	91.25	-	-	-	91.25	●	
BV199a Environmental cleanliness - Litter & Detritus	36.00	25.00	25.00	12.00	?	-	-	-	?	?	No data is yet available for these indicators
BV199b Environmental cleanliness - Graffiti	New	25.00	25.00	N/A	?	-	-	-	?	?	No data is yet available for these indicators
BV199c Environmental cleanliness - Fly posting	New	25.00	25.00	N/A	?	-	-	-	?	?	No data is yet available for these indicators
BV199d Environmental cleanliness - Fly-tipping	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	No data is yet available for these indicators
BV218a Abandoned vehicles investigated within 24 hours (%)	New	Unavail	Unavail	N/A	95.45	-	-	-	95.45	!	
BV218b Abandoned vehicles - Removal (%)	New	Unavail	Unavail	N/A	66.66	-	-	-	66.66	!	

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 Circle = Performance on target
 Triangle = Performance below target

Question Mark = data unavailable
 Exclamation Mark = No target to measure performance against

N/A = Not applicable
 Performance tolerance level is set at ± 10% target

DEP - Depot Services Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
DEP % sickness/absence all depot staff	New	4.00	4.00	N/A	?	-	-	-	?	?	
DEP % of animals/debris cleared within timescales	New	98.00	98.00	N/A	98.33	-	-	-	98.33	●	
DEP % of bins delivered within 5 working day	New	95.00	95.00	N/A	78.08	-	-	-	78.08	▲	June 05 % decreased from May due to shortage of grey wheelie bins, therefore could not deliver bins.
DEP % of complaints dealt with in timescales	New	98.00	98.00	N/A	65.00	-	-	-	65.00	▲	
DEP % of flytips dealt with in response time	New	95.00	95.00	N/A	83.33	-	-	-	83.33	▲	Only 6 incidents of fly tipping were recorded in June hence the low %
DEP % increase in cess pool business	New	2.00	2.00	N/A	?	-	-	-	?	?	PI under review - unable to report on this currently
DEP % increase in trade waste business	New	2.00	2.00	N/A	?	-	-	-	?	?	PI under review - trade waste income is calculated annually
DEP % of nuisance vehicles removed in timescales	New	95.00	95.00	N/A	100.00	-	-	-	100.00	●	Old system used in April & May 05 - ie notification from Police then removal. From June 05 new system whereby 7 & 14 day notices issued. Significant increase in the number of abandoned vehicles in June due to now dealing with cars on private land and for BDHT
DEP % of recycle box delivered within 5 days	New	95.00	95.00	N/A	78.63	-	-	-	78.63	▲	
DEP % reduction in number of assisted collections	New	10.00	10.00	N/A	?	-	-	-	?	?	PI under review - no figures available at this time
DEP % of special collections within 10 days	New	95.00	95.00	N/A	95.29	-	-	-	95.29	●	
DEP Number of missed recycled waste collection	New	1200.00	300.00	N/A	187.00	-	-	-	187.00	★	Figures for April may not be accurate as the system for collection was not satisfactory. E-shop is now being used to collate this information.

Star = Performance exceeding target

Circle = Performance on target

Triangle = Performance below target

Question Mark = data unavailable

Exclamation Mark = No target to measure performance against

N/A = Not applicable

Performance tolerance level is set at ± 10% target

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
DEP Number of missed trade waste collections	New	120.00	30.00	N/A	31.00	-	-	-	31.00	●	
DEP Number of vehicle & plant related accident	New	12.00	3.00	N/A	8.00	-	-	-	8.00	▲	
DEP Number of written complaints - dog bins	New	60.00	15.00	N/A	0.00	-	-	-	0.00	★	
DEP Number of written complaints - litter bins	New	120.00	30.00	N/A	3.00	-	-	-	3.00	★	
DEP Number of written complaints - refuse collections	New	120.00	30.00	N/A	54.00	-	-	-	54.00	▲	Complaints about refuse collection is for non collection of refuse/poor service.
DEP Number of written complaints-grounds maintenance	New	60.00	15.00	N/A	5.00	-	-	-	5.00	★	
DEP Number of written complaints-recycling collections	New	120.00	30.00	N/A	3.00	-	-	-	3.00	★	
DEP Number of written complaints-street cleansing	New	120.00	30.00	N/A	3.00	-	-	-	3.00	★	
DEP Number of missed household waste collections	New	1200.00	300.00	N/A	1197.00	-	-	-	1197.00	▲	Figures for April may not be accurate as the system for collection was not satisfactory. E-shop is now being used to collate this information.
DEP Number of staff accidents	New	4.00	1.00	N/A	18.00	-	-	-	18.00	▲	
EHS10 Number of Xmas Tree Recycling Sites	Unavail	Unavail	Unavail	N/A	?	-	-	-	?	? !	
EHS3 Number of Compost Bins Sold	1137	Unavail	Unavail	N/A	?	-	-	-	?	? !	
EHS4 Increase in recycling scheme participation	Unavail	Unavail	Unavail	N/A	?	-	-	-	?	? !	

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ES - Environmental Services National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV166a % Score against a checklist of enforcement best practice for environmental health/trading standards.	70.00	80.00	80.00	90.00	70.00	-	-	-	70.00	▲	Quarterly targets not met as service improvement plan has been put on hold, pending the introduction of corporate wide restructuring of service management and delivery arrangements.
BV216a.05 Number of sites of potential concern with respect to land contaminatoin	New	N/A	N/A	N/A	?	-	-	-	?	? !	Target setting not required by ODPM for 2005/06 due to need for local authorities to compile relevant data, analyse it and set targets for 2006/07
BV216b.05 Percentage of sites of potential concern for which sufficient detailed information is available	New	N/A	N/A	N/A	?	-	-	-	?	? !	Target setting not required by ODPM for 2005/06 due to need for local authorities to compile relevant data, analyse it and set targets for 2006/07
BV217.05 Percentage of pollution control improvements to existing installations completed on time	New	90.00	90.00	N/A	100.00	-	-	-	100.00	★	All processes inspected to date comply fully with best available techniques as defined in the latest statutory guidance.

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ES - Environmental Services Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
EHS1 % Responded to Service Requests	98.50	94.00	94.00	N/A	96.25	-	-	-	96.25	●	Performance ability impaired due to staff illness and shortages.
EHS2 Number of Schools in ECO School Project	6.00	5.00	1.00	N/A	0.00	-	-	-	0.00	▲	Quarterly target setting not considered appropriate due to time required to effect scheme registration. However, it is anticipated that two schools will shortly register for the program.
EHS5 % of Food Safety Service Plan undertaken	New	100.00	25.00	N/A	0.00	-	-	-	0.00	▲	Service plan under revision to accomodate major legislative change
EHS6 % of Health & Safety Service Plan undertaken	New	100.00	25.00	N/A	0.00	-	-	-	0.00	▲	Service plan under revision to accomodate major legislative change
EHS7 Reduce number of dog fouling complaints	New	30.00	8.00	N/A	8.00	-	-	-	8.00	●	Target achieved
EHS8 Number of Service Delivery Complaints	New	10.00	3.00	N/A	0.00	-	-	-	0.00	★	Well on target
EHS9 Number of Compliments	New	10.00	3.00	N/A	5.00	-	-	-	5.00	★	Well on target

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FS - Financial Services National PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV008 % of Invoices for commercial goods and services that were paid by the authority within 30 days of receipt of invoice.	84.35	100.00	100.00	N/A	95.98	-	-	-	95.98	●	

FS - Financial Services Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
FIN % of Debtors over 35 days	New	15.00	15.00	N/A	?	-	-	-	?	?	Priority of closedown 04/05 - debtors not reported - on target for July.
FIN % of Invoices Paid by BACS	New	60.00	60.00	N/A	?	-	-	-	?	?	New BACS system currently being tested
FIN % of Creditor Payments made correctly	New	99.00	99.00	N/A	99.85	-	-	-	99.85	●	
FIN % of Payroll paid correctly	New	99.00	99.00	N/A	?	-	-	-	?	?	New target for 2005/06 - assessment of target for July indicators
FIN % Variance to Budget for Financial Services	New	5.00	5.00	N/A	-5.95	-	-	-	-5.95	▲	Under spent as two staff vacancies in finance
FIN Financial monitoring reports to Members	New	100.00	100.00	N/A	?	-	-	-	?	?	To be reported quarterly - indicator available next month
FIN Number of days after month end to send Budget Reports to managers	New	8.00	8.00	N/A	14.00	-	-	-	14.00	▲	Priority of closedown 04/05 monitoring reports submitted late to managers
FIN Number of weeks to report Statement of Accounts to Members	New	16.00	N/A	N/A	?	-	-	-	?	?!	Deadline 31st July - indicator to be reported next month
FIN Number of weeks to complete NDR & CTax reconciliations	New	4.00	4.00	N/A	?	-	-	-	?	?	New target for 05/06 - priority of closedown 04/05 - on target for next month
FIN Number of days after month end to complete Bank reconciliations	New	5.00	5.00	N/A	6.00	-	-	-	6.00	▲	One day over target - closedown 04/05 priority for June. On target for next month
FIN Number of days after month end to complete Income reconciliations	New	5.00	5.00	N/A	1.00	-	-	-	1.00	★	
FIN Number of days after month end to complete Payroll reconciliations	New	5.00	5.00	N/A	5.00	-	-	-	5.00	●	

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HS - Strategic Housing Services National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV064 Private sector dwellings used/demolished	2.00	3.00	3.00	N/A	3.00	-	-	-	3.00	●	Three dwellings achieved as a result of assisting Bromford Housing Group develop 3 flats from building at Saffron House.
BV 183a Length of stay in B&B accommodation	0.25	2.00	2.00	1.18	0.00	-	-	-	0.00	★	We continue to have no families in B & B. This is due to the use we are able to make of the hostels and increasing the use of temporary tenancies in the pool of temp accommodation we are building up with our partner RSL's.
BV183b Length of stay (weeks) in hostel accom'n of households which include dependent children or a pregnant woman.	7.07	8.00	8.00	0.00	10.20	-	-	-	10.20	▲	This is due to one family in hostel where we had not suitable temporary accommodation to move them on to.
BV202 Number of people sleeping rough on a single night within the area.	<10.00	<10.00	<10.00	N/A	<10.00	-	-	-	<10.00	★	
BV203 % Change in families in temporary accommodation	-4.73	-3.00	-3.00	N/A	39.39	-	-	-	39.39	▲	Due to the lack of permanent move on accommodation and the increasing use of better quality temp accommodation leading to less people being 'homeless at home' this figure is likely to increase.
BV213 Preventing homelessness: % of homeless households who have had situation resolved.	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	New PI for 05/06. Information has to be collected from several sources. Staff illness has meant that although the relevant agencies were aware of the need to produce this figure there has not been enough time to pull the information together and do the necessary calculations. This will be resolved for the next quarter.
BV214 Repeat homelessness: % of homeless households who had previously been homeless in last 2 years	New	Unavail	Unavail	N/A	4.35	-	-	-	4.35	!	There have been two cases of repeat homelessness in this quarter.

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HS - Strategic Housing Services National PIs contd.

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV226a Total amount spent on Advice & Guidance Services provided by external organisations	New	£341,120.00	£85,280.00	N/A	£79,436.00	-	-	-	£79,436.00	●	New PI for 05/06. The measurement period is defined as being the previous financial year therefore realistic measurement for 05/06 cannot be achieved until end of financial year. Approval given to spend to target for 05/06. Qtr 1 figure indicates payments requested for payment to date.
BV226b Percentage of monies spend on Advice & Guidance services to organisations with the CLS Quality Mark	New	Unavail	Unavail	N/A	58.50	-	-	-	58.50	!	New PI for 05/06. The measurement period is defined as being the previous financial year, therefore realistic measurement of 05/06 cannot be achieved until end of financial year. Figures provide % of payments to date quoted at BV226a that have been made to organisations holding CLS Quality Mark. Bromsgrove & District CAB are the only organisation funded that qualifies.
BV226c Total amount spent on Advice & Guidance provided directly by the authority	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	Not housing's responsibility. This indicator requires addressing on s Corporate wide basis.

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HR - HR Services National Pis											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV002a Equality Standard Level	2.00	3.00	3.00	N/A	2.00	-	-	-	2.00	▲	The Council's target is to achieve level 3 by May 2007
BV002b Duty to Promote Race Equality	42.00	53.00	53.00	55.00	53.00	-	-	-	53.00	●	
BV011a Percentage of top 5% earners that are women	19.05	22.70	22.70	26.69	19.05	-	-	-	19.05	▲	The Council's Equal Opportunities policy applies to all recruitment
BV011b Percentage of top 5% earners that are black/ethnic minority	0.00	2.20	2.20	2.20	0.00	-	-	-	0.00	▲	The Council's Equal Opportunities policy applies to all recruitment
BV011c Percentage of top 5% earners that have a disability	New	2.20	2.20	N/A	0.00	-	-	-	0.00	▲	The Council's Equal Opportunities policy applies to all recruitment
BV012 Number of Days/shifts lost to sickness per FTE	9.08	8.93	8.93	8.93	7.91	-	-	-	7.91	★	The Council is exceeding its performance target for quarter 1.
BV014 % Early retirements	0.00	0.14	0.14	0.14	0.49	-	-	-	0.49	▲	The Council has agreed to the early retirement of 1 employees
BV015 % Ill health retirements	0.00	0.00	0.00	0.00	0.22	-	-	-	0.22	▲	All ill health retirements are confirmed by external medical consultants
BV016a % Disabled employees	0.55	2.00	2.00	4.11	0.74	-	-	-	0.74	▲	The Council's Equal Opportunities policy applies to all recruitment, and the Council is committed to retaining disabled employees where reasonably practicable to do so.
BV016b % Economically active disabled in area	11.73	11.73	11.73	15.09	11.73	-	-	-	11.73	●	
BV017a % employees from minority ethnic communities	0.36	1.16	1.16	2.40	0.49	-	-	-	0.49	▲	The Council's Equal Opportunities policy applies to all recruitment.
BV017b % Economically active ethnic minorities in area	2.18	2.18	2.18	3.40	2.18	-	-	-	2.18	●	

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HR - HR Services Local PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
HR % of contracts issued to new starters within 30 days	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	
HR % of disciplinary cases within procedure	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	
HR % of grievances processed within Policy	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	
HR % of probationary reviews carried out within 6 months	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	
HR % of staff appraisals undertaken	New	Unavail	Unavail	N/A	N/A	-	-	-	N/A	? !	Appraisals due to take place between October and December
HR % of staff turnover	New	13.30	13.30	N/A	2.70	-	-	-	2.70	★	
HR % of staff turnover - national average	New	Unavail	Unavail	N/A	11.20	-	-	-	11.20	!	Local Government Turnover comparator
HR % variance from budget	New	Unavail	Unavail	N/A	-9.00	-	-	-	-9.00	!	Underspent due to staff vacancies
HR Number of employees transferring within BDC	New	Unavail	Unavail	N/A	2.00	-	-	-	2.00	!	
HR % Improvement in employee satisfaction with BDC	New	Unavail	Unavail	N/A	N/A	-	-	-	N/A	!	Employee satisfaction survey due to be sent out in January 2006

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IT - Information Technology National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV157 The number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery.	63.95	100.00	100.00	72.00	67.23	-	-	-	67.23	▲	Increase due to continued development of the Website and monitoring by IT

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IT - Information Technology Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
IT % of calls resolved at 1st point of contact	New	80.00	80.00	N/A	75.00	-	-	-	75.00	●	The figure of 75% is a best estimate as the majority of calls are initially to third party helpdesks and require follow up calls from there support to enable the fall to be corrected.
IT % of calls resolved in agreed standard	New	98.00	98.00	N/A	80.00	-	-	-	80.00	▲	This refers to the agreed timescale that is agreed between BDC & Third party supplier
IT % of Councillors comfortable with technology	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % of draft business plans - IT consultation	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % of future projects requiring IT input	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % of identified hardware replaced	New	100.00	25.00	N/A	63.00	-	-	-	63.00	★	This figure is significantly larger as we have target all "old" 95/98 & Revenues PC's to be replaced a.s.a.p Since 1/7/5 we have replaced a further 7
IT % of calls closed within timescales	New	82.50	82.50	N/A	87.92	-	-	-	87.92	●	
IT % of members who have become e-enabled	New	75.00	75.00	N/A	17.95	-	-	-	17.95	▲	
IT % of services migrated to Customer Service Centre	New	Unavail	Unavail	N/A	7.00	-	-	-	7.00	!	Total is 7 at present Revenues, Depot - missed bins, EHO - including pest control payments, County Council - Blue Badge Car Park, IPCC, Cash Office - direct payments
IT % of staff (salaried) with ICT access	New	Unavail	90.00	N/A	88.60	-	-	-	88.60	●	
IT % of staff that feel intranet is useful	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % of staff that feel intranet is user friendly	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % of staff that feel IT skills match needs	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	

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IT - Information Technology Local PIs contd.

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
IT % of staff that are satisfied with IT	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % of staff with adequate/appropriate IT skills	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT % variance from budget	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT Average number of days sick per employee	New	Unavail	0.00	N/A	0.00	-	-	-	0.00	●	
IT Ave No. of Calls Logged per Week	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT Investment in ICT head of population	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT Investment in ICT per Employee	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT No Hits via Web	New	Unavail	Unavail	N/A	36107.00	-	-	-	36107.00	!	
IT No of procedures reviewed	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT No of SLAs produced	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT No of SLAs reviewed	New	Unavail	Unavail	N/A	?	-	-	-	?	? !	
IT No of staff briefings	New	Unavail	Unavail	N/A	8.00	-	-	-	8.00	!	Initially we were having staff briefings weekly but this was felt to be excessive so it was reduced to fortnightly, it was also agreed that TB's would only take place if either NMM or AJH could chair it.
IT No of Standards Produced	New	Unavail	Unavail	N/A	0.00	-	-	-	0.00	!	
IT No. of Transactions Face to Face	New	Unavail	Unavail	N/A	2431.00	-	-	-	2431.00	!	
IT No. of Transactions via Digital TV	New	Unavail	Unavail	N/A	0.00	-	-	-	0.00	!	

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18-08-2005

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	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
IT No. of Transactions via SMS	New	Unavail	Unavail	N/A	0.00	-	-	-	0.00	!	
IT No. of Transactions via SS Kiosk	New	Unavail	Unavail	N/A	0.00	-	-	-	0.00	!	
IT No. of Transactions via Telephone	New	Unavail	Unavail	N/A	67428.00	-	-	-	67428.00	!	

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LEI - Leisure Services National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV170a Number of visits to/usage of museums per 1000 population.	24.31	28.00	7.00	670.00	8.40	-	-	-	8.40	★	
BV170b Number of visits to museum that were in person per 1000 population	23.07	26.00	6.50	427.00	5.15	-	-	-	5.15	▲	
BV170c Pupils visiting museums & galleries in organised school groups.	539.00	800.00	200.00	2754.00	209.00	-	-	-	209.00	●	

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LEI - Leisure Services Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
LEI Number of Attendances at Arts Events	New	17640.00	4410.00	N/A	1475.00	-	-	-	1475.00	▲	
LEI % Satisfaction with Facility (Spadesbourne)	New	50.00	N/A	N/A	?	-	-	-	?	? !	This indicator is reported on an annual basis at the year end.
LEI % Satisfaction with Service (Spadesbourne)	New	60.00	N/A	N/A	?	-	-	-	?	? !	This indicator is reported on an annual basis at the year end.
LEI % Usage - Arts Development	New	60.00	60.00	N/A	?	-	-	-	?	?	This Local Performance Indicator has been removed. (this year is being used to measure real usage to set as target for next year 06/07)
LEI % Utilisation of Allotments	New	80.00	80.00	N/A	85.00	-	-	-	85.00	●	
LEI % Utilisation of Main Hall (Spadesbourne)	New	49.00	49.00	N/A	35.00	-	-	-	35.00	▲	Artrix opened in April 05 and Performing Arts functions transferred to this facility. Floor maintenance and roof repair this quarter.
LEI Average Income per booked hour (Spadesbourne)	New	12.00	12.00	N/A	10.75	-	-	-	10.75	▲	
LEI Average net cost per booked hour (Spadesbourne)	New	57.00	57.00	N/A	?	-	-	-	?	?	Net cost includes support and capital charge costs, net costs are based on actual 2004/5 - financial reports for 2005/6 awaited.
LEI Number of Parks & Green Spaces	New	72.00	N/A	N/A	?	-	-	-	?	? !	This indicator is reported on an annual basis at the year end.
LEI Number of Parks meeting Green Flag Stnd	New	1.00	N/A	N/A	?	-	-	-	?	? !	This indicator is reported on an annual basis at the year end.
LEI Number of Play Areas	New	30.00	N/A	N/A	?	-	-	-	?	? !	This indicator is reported on an annual basis at the year end.
LEI Number of Sports Courts (Football Pitches)	New	12.00	N/A	N/A	?	-	-	-	?	? !	This indicator is reported on an annual basis at the year end.
LEI Number of Arts Events	New	57.00	14.00	N/A	16.00	-	-	-	16.00	★	

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Performance tolerance level is set at ± 10% target

LGL - Legal Services Local PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
LGL01 % of draft S106 agreements sent out within 10 working days	New	90.00	90.00	N/A	100.00	-	-	-	100.00	★	
LGL02 % of engrossed S106 agreements sent out within 10 working days	New	90.00	90.00	N/A	100.00	-	-	-	100.00	★	
LGL03 % of debt collection letters in Housing Benefit cases sent out within 10 working days	New	90.00	90.00	N/A	90.00	-	-	-	90.00	●	We have received no new cases and therefore have no performance to report.
LGL04 % of court proceedings in Housing Benefit cases begun within 10 working days	New	90.00	90.00	N/A	0.00	-	-	-	0.00	▲	Performance affected by three cases of particular complexity.
LGL05 Number of court actions struck out	New	0.00	0.00	N/A	0.00	-	-	-	0.00	●	
LGL06 % of draft Right To Buy documents sent out within 10 working days	New	90.00	90.00	N/A	100.00	-	-	-	100.00	★	
LGL07 % of Housing Benefit fraud cases in which decision made within 5 Days	New	90.00	90.00	N/A	100.00	-	-	-	100.00	★	
LGL08 Number of Ombudsman complaints against section upheld	New	0.00	0.00	N/A	0.00	-	-	-	0.00	●	There have been no complaints.
LGL09 % of FOI requests responded to within 20 Days	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	In line with statutory requirements.
LGL10 % of Data Protection access requests responded to within 40 calendar days	New	100.00	100.00	N/A	100.00	-	-	-	100.00	●	There have been no DPA Subject Access Requests - the system does not allow this to be entered into the system
LGL11 Average Customer Satisfaction	New	75.00	N/A	N/A	N/A	-	-	-	N/A	? !	This will be assessed by surveys undertaken in the second and fourth quarters.
LGL12 Number of Client Review Meetings held	New	12.00	3.00	N/A	3.00	-	-	-	3.00	●	
LGL13 Timescale Achievement Index	New	90.00	90.00	N/A	81.70	-	-	-	81.70	●	This is an aggregate of performance on indicators LGL1, LGL2, LGL3, LGL4, LGL6, and LGL7

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LGL - Legal Services Local PIs contd.

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
LGL14 % Variance from budget	New	10.00	10.00	N/A	17.10	-	-	-	17.10	▲	Outturns may have to be adjusted following recharges to other departments. Variance is measured against budgets apportioned in monthly amounts. Spending does not follow this trend.
LGL15 % of cases where Counsel is instructed due to reasons of insufficient staff time as a % of all instructions to Counsel.	New	10.00	10.00	N/A	0.00	-	-	-	0.00	★	

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PLG - Planning Services National PIs											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV106 % of new homes built on previously developed land (brown field sites).	92.77	90.00	90.00	86.00	N/A	-	-	-	N/A	?	Annual Survey undertaken at year end.
BV109a % Planning applications - major within 13 weeks	52.25	55.00	55.00	63.58	63.00	-	-	-	63.00	★	Excellent performance, above target but staffing shortfall starting to have an impact.
BV109b % of minor applications in 8 weeks	80.75	77.00	77.00	71.00	70.00	-	-	-	70.00	●	Reasonable performance but staffing shortages are starting to impact on performance
BV109c % of other applications in 8 weeks	88.50	89.00	89.00	86.00	80.00	-	-	-	80.00	▲	Good performance, target achieved but staffing shortfall starting to have an impact.
BV200a Plan making - Development Plan Scheme	100.00	N/A	N/A	N/A	100.00	-	-	-	100.00	!	Adopted Local Plan
BV200b Plan making - Milestones	New	N/A	N/A	N/A	N/A	-	-	-	N/A	? !	Plan milestones contained in Local Development Scheme. First assessment end of financial year.
BV200c Plan making - monitoring report	New	N/A	N/A	N/A	N/A	-	-	-	N/A	? !	Annual monitoring report to be produced at year end.
BV204 % of appeals allowed against the authority's decision to refuse on planning applications.	New	40.00	40.00	N/A	31.00	-	-	-	31.00	★	Good performance that has achieved target.
BV205 Quality of service checklist (Planning). Shown as %	83.33	89.00	72.00	N/A	83.33	-	-	-	83.33	★	Urban designer post filled.
BV219a Conservation areas - number in area	New	N/A	N/A	N/A	10.00	-	-	-	10.00	!	This is not a performance target. It is merely factual.
BV219b Conservation areas - character appraisal	New	10.00	10.00	N/A	0.00	-	-	-	0.00	▲	Intention to undertake one character appraisal this year to meet target.
BV219c Conservation areas - management plans	New	0.00	0.00	N/A	0.00	-	-	-	0.00	●	First management plan to be undertaken 06/07 following first conservation appraisal in 05/06.

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PLG - Planning Services Local PIs

	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
P01 % of Planning Applications in 8 weeks	84.00	84.00	84.00	N/A	77.00	-	-	-	77.00	●	Excellent performance, above target but staffing shortfall starting to have an impact.
P02 % of Building Regulation applications registered in 2 days	97.13	100.00	100.00	100.00	98.00	-	-	-	98.00	●	Work load and legislation increase, staff vacancy from beginning of July 2004.
P03 % of Building Regulations checked & notified in 10 Days	66.86	65.00	65.00	80.00	74.00	-	-	-	74.00	★	Work load and legislation increase, staff vacancy from beginning of July 2004.
P04 % of completion certificates generated within 5 days of completion	93.25	100.00	100.00	100.00	97.00	-	-	-	97.00	●	Work load and legislation increase, staff vacancy from beginning of July 2004.
P05 % of Building inspections on same day requested by applicant	96.59	100.00	100.00	100.00	97.00	-	-	-	97.00	●	Work load and legislation increase, staff vacancy from beginning of July 2004.
P06 % of active sites inspected atleast every 3 months	35.65	40.00	40.00	80.00	40.00	-	-	-	40.00	●	Work load and legislation increase, staff vacancy from beginning of July 2004.
P07 Building Control charges within national scales	10.00	10.00	10.00	10.00	10.00	-	-	-	10.00	★	Work load and legislation increase, staff vacancy from beginning of July 2004.
P08 Number of small business start-ups	17.00	25.00	6.00	N/A	4.00	-	-	-	4.00	▲	A slow start but now seeing a surge of enquiries
P09 Number of Farmers' Markets	15.00	16.00	4.00	N/A	4.00	-	-	-	4.00	●	On target
P10 % Satisfaction - Planning Applications	71.00	75.00	75.00	N/A	N/A	-	-	-	N/A	?	Annual Survey
P11 % Building Regulations checked in 5 Weeks	N/A	100.00	100.00	N/A	100.00	-	-	-	100.00	●	Work load and legislation increase, staff vacancy from beginning of July 2004.
P12 Score for Building Control Performance Matrix	N/A	60.00	60.00	N/A	60.00	-	-	-	60.00	●	Work load and legislation increase, staff vacancy from beginning of July 2004.
P13 % Survival rate of new business start up after 18 months	N/A	85.00	85.00	N/A	86.00	-	-	-	86.00	●	We select them carefully.

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REV - Revenue Services National Pis											
	Actual 04/05	Target 05/06	Target for Period	Top Quartile	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Perf to Target	Comments and Explanations
BV009 % of Council Tax collected	98.60	98.70	24.68	98.50	30.05	-	-	-	30.05	★	
BV010 % of NNDR collected	97.60	99.12	24.78	99.12	27.30	-	-	-	27.30	★	
BV076a Number of claimants visited per 1000 caseload.	221.80	230.00	57.50	304.00	72.92	-	-	-	72.92	★	
BV076b Number of fraud investigators employed per 1000 caseload.	0.26	0.36	0.36	0.48	0.48	-	-	-	0.48	★	
BV076c Number of fraud investigations per 1000 caseload	56.84	61.70	15.42	61.70	15.12	-	-	-	15.12	●	
BV076d Number of prosecutions & sanctions per 1000 caseload	6.57	5.83	1.46	5.83	1.70	-	-	-	1.70	★	
BV078a Average time for new claims	44.16	39.75	39.75	31.00	41.67	-	-	-	41.67	●	There has been an increase in new claims as a result of Rover Group going into administration. Resources are now in place to reduce Housing/Council Tax benefit new claims received.
BV078b Average time for changes in circumstances	14.92	12.00	12.00	7.20	12.03	-	-	-	12.03	●	
BV079a % Benefit calculations correct	98.80	99.00	99.00	99.00	95.20	-	-	-	95.20	●	Benefit Accuracy check carried out found six errors out of 125 sample checked. As a result we will be increasing our management checks from 10% to 20% to prevent a re-occurrence as we wish to maintain our previous Top Quartile performance.
BV079b(i) % HB Recovered: Overpayments	New	76.00	76.00	N/A	64.00	-	-	-	64.00	▲	New indicator for 2005/06 so no targets have been set.
BV079b(ii) % HB Recovered: Outstanding	New	12.00	12.00	N/A	12.00	-	-	-	12.00	●	New indicator for 2005/06 so no targets have been set.
BV079(iii) % HB Overpayments that have been written off	New	5.00	5.00	N/A	0.00	-	-	-	0.00	★	New indicator for 2005/06 so no targets have been set.

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BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24th August 2005

Appointment of Returning Officer and Electoral Registration Officer

Responsible Portfolio Holder	Councillor Roger Hollingworth
Responsible Head of Service	Chief Executive

1. Summary

- 1.1. To review the appointment of Returning Officer and Electoral Registration Officer for the Council.

2. Recommendations

- 2.1. It is recommended that the Executive Committee requests Council to appoint Ms. Sue Nixon, Chief Executive, as Returning Officer and Electoral Registration Officer.

3. Appointment of Returning Officer

- 3.1. Section 35(1) of the Representation of the People Act 1983 states that every district council is required to appoint an officer of the Council to be the Returning Officer for elections of district councillors and for elections of parish councillors.
- 3.2. It was agreed by Executive Cabinet on 24th September 2003, following the retirement of the Corporate Director and District Secretary that Mr. V. Harrison, Head of Administrative Services, be appointed as Returning Officer on a temporary basis. It is felt that this position should be held by the Chief Executive of the Council and it is therefore recommended that Ms. Sue Nixon, Chief Executive be designated as Returning Officer.

4. Appointment of Registration Officer

- 4.1. Under section 8 of the Representation of the People Act 1983, every district council in England must appoint an officer of the Council to be Registration Officer for any constituency or part of constituency coterminous with or situated in the area of the Council.
- 4.2. Appointed officers are also registration officers for the purpose of registration of relevant citizens of the European Union as European Parliamentary electors.
- 4.3. It is the Registration Officer's duty to maintain a register of parliamentary electors for each constituency or part of one in the area for which he/she acts, and also a register of local government electors for the local government areas or part of such areas.

- 4.4. His/her general duty to maintain the registers includes a specific duty to take reasonable steps to obtain information required for that purpose. He / she has other specific duties in relation to the register set out in the statute and regulations under it. He/she is under a duty to “conduct an annual canvass for the purpose of ascertaining the persons who are, for the time being, entitled to be, or to remain, registered in his / her registers”.
- 4.5. Appointment as Electoral Registration Officer carries with it the appointment as Acting Returning Officer in respect of Parliamentary Elections and as Local Returning Officer in respect of European Parliamentary Elections.
- 4.6. For all other elections other than Parliamentary Elections the duties of the Returning Officer and the Registration Officer can be undertaken by different people.
- 4.7. It is now felt appropriate to designate Ms Sue Nixon, Chief Executive as Registration Officer.

5. Financial Implications

- 5.1. Included in above.

6. Legal Implications

- 6.1. None.

7. Other Sub Headings

- 7.1. None.

Personnel Implications
Governance/Performance Management Considerations
Community Safety Considerations
Risk Management Considerations
Policy Considerations
Environmental Considerations
Equalities Implications

Background Papers

None

Contact officer

Name: Sue Nixon (Chief Executive)
 E Mail: s.nixon@bromsgrove.gov.uk
 Tel: (01527 881400)

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24TH AUGUST 2005

CHANGE MANAGEMENT

Responsible Portfolio Holder	Councillor Dennis Norton and Councillor Roger Hollingworth
Responsible Head of Service	Chief Executive and Corporate Director (Resources)

1. SUMMARY

- 1.1 The purpose of this report is to propose an update of the Recovery Plan to make it understandable to staff and more measurable for Members and the Government Monitoring Board.
- 1.2 To propose temporary arrangements to manage Change for the Recovery Period to increase the pace of change.

2. RECOMMENDATION

1.1 That the following be agreed:-

- a) That the Recovery Plan in the format of an overview programme, supported by detailed key activity programmes, and a four month narrative be approved and adopted.
- b) That upon the arrival of the new Corporate Director (Services), Mr. C.J. Savage be invited to remain on site under his current employment arrangements for the purposes of continuity and to assist Mr. K. Dicks in the delivery of the Recovery Plan.
- c) That this arrangement be reviewed on a monthly cycle with both parties able to terminate the agreement.
- d) Delegation is given to the Chief Executive and Corporate Director (Resources) to vary the areas of expenditure incurred on recovery as long as it is contained within the £1,099,000 set aside for the recovery as agreed on 22nd June 2005.

3. BACKGROUND

- 3.1 One of the key comments following the Financial Diagnostic was that the current Recovery Plan needed to be reviewed and set out in a more user friendly format. This was to offer clearer presentation to staff to assist engagement, make the plan more transparent to Members, include outcomes and risks and be readily measurable by Members and the Government Monitoring Board.

- 3.2** The Recovery Plan has become outdated since it was partly based on the expectations of a successful Capacity Building Fund bid, the size of which proved difficult for external assessors to support. Further more the presentation, rather than the content of the remainder of the key activities proved to be difficult to comprehend, communicate and measure.
- 3.3** The proposal is as set out in the specimen draft appendix to this report and comprises three elements. The first is an overview document which sets out clearly at a glance the whole range of activities being undertaken to achieve recovery in the form of a gantt chart to indicate timetables, key accountable officers and Members with published outcomes (Appendix A). The second set of documents is in support of this master document and takes each activity in detail with the same key accountabilities but shows detailed milestones that need to be achieved and monitored (Appendix B). The third document brings all of these together into a management tool to lay out what needs to be achieved over the next three months but also reviews the preceding month (Appendix C). This document will be particularly valuable to aid focus, communication, measurement and engagement with staff.
- 3.4** Analysis of the content of the Recovery Plan leads to the conclusion that the activities will fall largely into the area of responsibility of the Corporate Director (Resources) who will need to be the key responsible officer responsible to the Chief Executive. Such is the scale of the task, however, a key recommendation of the Financial Diagnostic, endorsed by the Government Monitoring Board, was that a temporary post be created from within the resources from capitalisation to specialise on this task to create the space for the management team to concentrate on the future rather than recovery issues.
- 3.5** It is recommended that this vacancy should, for continuity, be offered to Mr. C. Savage, who is currently acting as Interim Corporate Director (Services) from the date that the newly appointed Director, Mr. P. Street takes up his duties. The expectation would be that Mr. Savage would provide a hand-over assistance to Mr. Street under this arrangement.
- 3.6** If Members agree to these proposals the arrangement would be established on a monthly review by either party.

4. FINANCIAL IMPLICATIONS

- 4.1** Members approved on 22nd June 2005 the recovery plan spending priorities which outlined how the Council was to spend the £1,099,000 that it had available. The above recommendations are contained within those spending proposals.
- 4.2** It is necessary to review the spending proposals in light of the need to employ interim heads of service following the senior management restructure. A more detailed report on the proposed changes to these spending proposals will be brought to the next Executive Cabinet however in order to enable immediate action to be taken as necessary it is recommended that delegation be given to the Chief Executive and Corporate Director (Resources) to vary the areas of spend as long as it is contained within the £1,099,000.

5. LEGAL IMPLICATIONS

- 5.1** None

6. OTHER IMPLICATIONS

There are no other implications arising directly from this Report.

BACKGROUND PAPERS







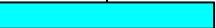

Recovery Plan

Contact officer

Name: Sue Nixon, Chief Executive
E Mail: s.nixon@bromsgrove.gov.uk
Tel: (01527 881400)

Name: Kevin Dicks, Corporate Director (Resources)
E Mail: k.dicks@bromsgrove.gov.uk
Tel: (01527 881487)

DRAFT Corporate Improvement Plan 2005-2006 **This is a draft document only**

			June 2005	July	Aug	Sept	Oct	Nov	Dec	Jan 2006	Feb. 2006	March 2006	April 2006	May 2006	June 2006
Action Plan	Officer	Member													
Modernisation and Culture Change															
Procure Top Team Programme and Culture Change via capacity building bid	S McG			 											
Implement Top Team and Cultural Change.	S McG														
Develop effective HR strategies and Workforce Development Plans to create effective modernisation and Culture change among Officers															
Develop appropriate Management Style and code of practise to lead the programme of change at BDC															
Implement management Style and code of practise															
Develop Consultation Communications and Marketing strategy															
Consultation and approval period for Communications Consultation and marketing strategy															
Implement Consultation Communication and Marketing strategy															
Develop Corporate Customer service strategy															
Implement Strategy across BDC															

RECOVERY PLAN TIMETABLE					April	May	June	July	August	September	October
Expected outcomes	Recovery Plan Ref No	Lead person	Previous Target								
FINANCIAL MANAGEMENT											
Overall Progress											
PROVIDE TIMELY AND ACCURATE FINANCIAL INFORMATION TO ALL STAKEHOLDERS											
Monitoring statements produced and distributed to budget holders and in report format to members	A better understanding of the financial position of the Council by officers & members. To help make decisions based on robust financial information. To have a break even outturn for 2005/06 or to have identified key areas to reallocate resources to improve Council Services	FM - 2	CDR	Feb-05							
Review current system capabilities & content for accuracy/completeness/compliance				Dec-04							
full review of cash collection activities and the accounting of the cash	A streamlined and efficient way of receiving and allocating cash in line with accounting policies and the provision of accurate information to budget holders and members.		CFM							Sep-05	
reconciliation for cash to systems in place for 2005/06 accounts	Reconciled cash accounts that have are in line with audit recommendations.		CFM					Jul-05			
implement the bank reconciliation module within Agresso	A streamlined and efficient way of posting cash received into BDC - in line with audit recommendations		CFM								Oct-05
Restructure reporting arrangements from Agresso to link with Portfolio analysis	Improved understanding by members of portfolio structure and financial position to enable strategic decisions to be made to focus resources to BDC priorities		CFM			May-05					
Restructure reporting arrangements from Agresso to link with Departmental analysis	More informed decisions to be made by Officers reagrding their services to enabel focus on key priority areas for BDC		CFM					Jun-05			
Profile budgets accurately following discussions with budget holders	Plans for the future to be based a robust financial footing as financial position statements to be more accurate		CFM					Jul-05			
Produce timetable of deadlines re input/reconciliation of financial information	An acceptable position re reconciliations from External Audit. Operational decisions to be made on robust financial information		CFM					Jul-05			

Date	Project	Comments	Responsible Officer	Responsible Member	Outcome
June	Restructure Phase1	<p>The Council approved the restructure of the Council on 13th April reducing the number of sections from x to y and made the decision to demonstrate 'a striving Council' by advertising the Heads of Service and Assistant Chief Executive's positions simultaneously internally and externally.</p> <p>Adverts placed and interviews arranged for completion in July for all Heads of Service, Assistant Chief Executive and Corporate Director Services.</p>	SN	DN	To introduce a new and revitalized structure based on improved synergies to meet the Council's aspirations and to deliver its Recovery Plan.
	Approval and access to development funding.	<p>Following the satisfactory report comprising the Financial, diagnostic the Council approved the spending of £750,000 sanctioned by the ODPM. Together with existing training resources of £200,000, £45,000 for Member Development and £149,000 for interim assistance. The detailed spending plans for this additional resource was contained in the report. A prominent feature for this was the proposal for the Monitoring Board to support a bid to CBF for Top Team Development. This is now submitted for £45,000 but a comprehensive bid is required to amount to the full bid of £200,000.</p>	KD	DN	To equip Members, managers and staff with the competencies required of them to achieve the Recovery Plan and Corporate Plan.
	Financial Diagnostic	<p>The Council has received a Financial Diagnostic prepared by Consultant Bill Roots. The result of the diagnostic allowed the ODPM to support the capitalisation bid.</p>	SN	DN	<p>Confirmation of progress on financial administration, closure of accounts, and service planning and control.</p> <p>One of the principle recommendations was to simplify and make the Recovery Plan more 'user friendly. This is to encourage increased ownership by staff and Members and facilitate performance measurement against progress.</p>
	Corporate Plan	<p>The Cabinet approved the Corporate Plan and the plan was posted on the intranet and distributed to stakeholders in hard copy.</p>	SN	DN	The Councils aims and objectives are now published as a commitment externally and internally.
	Depot Strategy	<p>Significant improvements have been made to the depot and waste, street cleansing and ground maintenance services but these have been made on an empirical basis. Street cleansing</p>	CS/KD/JP	BF	To consolidate the improvements achieved in depot services, relate to a strategy. This will include future investment needs,

Date	Project	Comments	Responsible Officer	Responsible Member	Outcome
		<p>hit squads have been introduced, cycles for cleansing and ground maintenance introduced on a variable 'need' basis. Waste collection has, following the introduction of alternate collections performed at the highest level of recycling in the county.</p> <p>A strategy for relating improvement to statutory requirements and excellence over an 18th month period is in an advanced state of preparation. When completed this report will be inclusive of financial comparisons, benchmarking data and investment requirements. The strategy is based on an area concept with all services following the pattern of collection rounds.</p>			benchmarking and comparative data .to measure and achieve competitiveness.
	Target setting.	The Chief Executive and Leader of the Council agreed targets to achieve the Corporate Plan. Targets have similarly been agreed between the Chief Executive and both Corporate Directors and the first monthly review has taken place. (Has it?)	SN, KD, CS	DN	Targets for achievement have been established and a performance measurement system has been put in place.
	Performance Management	<p>A performance management framework has been established to build on the Performance Plus system already in existence. A report was approved by the Cabinet on June XX.</p> <p>Initial work has been done to overhaul the appraisal system, whereby each section, team and individual is advised of their contribution to achieve the goals of the organization.</p> <p>A Performance Monitoring Board has been approved at Member level.</p> <p>Workshops have been held for 50% of the staff to prepare the 2006/07 Business Plans and to incorporate performance management as the norm.</p>	SN/HJ	BF	<p>To ensure that the Council can measure its progress in achieving what it has said it would.</p> <p>To ensure that all individuals know how they contribute to the overall objectives of the Council.</p>
	Procurement	<p>Cabinet approved a Procurement Strategy on 7th July. This will introduce the principles of procurement into the working practices of the Council.</p> <p>The report included provision for training, for which quotes are currently being sought. Initially, this will be directed into awareness rising for all member and staff, and training for practitioners will follow.</p>	KD	RH	To ensure the organization complies with best practice and to maximize the financial and quality benefits from sound procurement

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24TH AUGUST 2005

WINDMILL AVENUE, RUBERY PROPOSED PARKING IMPROVEMENTS.

Responsible Portfolio Holder	Councillor Peter Whittaker
Responsible Head of Service	John Moody

1. SUMMARY

- 1.1 Your officers were requested by cabinet to prepare a report in response to a request from the proprietor of Windmill Stores on Windmill Avenue Rubery to improve the on street parking fronting the property.

2. RECOMMENDATION

- 2.1 In order to facilitate the provision of car parking improvements that a capital bid is made for consideration in expenditure year 2006/2007.

3. BACKGROUND

- 3.1 Windmill Stores is a very busy and popular shop used by the local residents, this in turn puts pressure on the existing parking arrangement resulting in the obstruction of traffic flow and improper parking i.e., on pavements and grassed areas.
- 3.2 The lay-by opposite the stores at present allows parallel parking to the kerb, which allows room for approximately 5 vehicles. The lay-by is hard surfaced and adjacent to the grassed area; all this area is in the ownership of the store proprietor (see appendix a)
- 3.3 It is proposed that the lay-by be increased in width by moving the existing kerb line to allow chevron parking, this undertaking will increase the parking spaces to 10 (see appendix b).
- 3.4 Consultations have been carried out with the HPU and they have approved the layout of chevron parking and would consider making the carriageway fronting the stores One Way only in the direction of the chevron parking to allow drive in capability.
- 3.5 The use of chevron parking provides sufficient room to manoeuvre out of the spaces without conflicting with vehicles parked on the opposite side of the carriageway.

4. Financial Implications

- 4.1 To undertake the proposed works to provide the parking improvements will cost in the region of £8,000 - £10,000.

Desk top enquiries show no utilities present.

- 4.2 It should be noted that Mr. Rushpal Gill the proprietor of Windmill Stores has made a firm commitment to make a contribution of 25% of the total costs.

5. LEGAL IMPLICATIONS

- 5.1 That after proposed works are completed Bromsgrove District Council will not be responsible for maintenance or upkeep for said works.
- 5.2 As part of the agreement in making a grant towards the proposed work that an approved contractor be used. That the contractor has the necessary qualification to work within the highway as set in legislation and work undertaken to recognised specifications

Contact Officer

Name: Patrick Lees
E. mail: p.lees@bromsgrove.gov.uk
Telephone: 01527 881357

BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

24TH AUGUST 2005

CUSTOMER ACCESS STRATEGY

Responsible Portfolio Holder	Councillor Roger Hollingworth
Responsible Head of Service	Head of IT Services

1. SUMMARY

- 1.1 This Customer Access Strategy seeks to define the Council's aims & objectives for customer contact
- 1.2 This strategy sets out how we will change the ways customers will be able to access and use our services. These changes should lead to improvements and support the e-Government vision.

2. RECOMMENDATION

- 2.1 That members agree the contents of the attached strategy and endorse it as the Council's Customer Access Strategy.

3. BACKGROUND

- 3.1 The Council's aim is the provision of multi-channel service via facilitated one stop shop(s) and call centre(s), internet, digital television and traditional written communication.
- 3.2 The Council will attempt to offer as many services as possible through each delivery channel, but accept that facilitated face to face contact or traditional correspondence will, at least in the short term, be the only means of provision for services where original documents are required.
- 3.3 Use of the telephone is currently the main means by which members of the public contact the Council, and it is expected to increase further as the contact method of choice.
- 3.4 The use of electronic means, i.e. Internet & Digital television, of contacting the Council is expected to make up a small percentage of customer interactions in the short term; however this area will grow as people become more comfortable with the available technology.

4. THE STRATEGY

- 4.1 This strategy does not deal with the quality of services themselves, but seeks to define a consistent and professional way of dealing with the customer interface in a variety of contact scenarios.
- 4.2 The Council is committed to improving accessibility to services for Bromsgrove District residents. One aim of this commitment is to improve the process of dealing with the initial contact with the Council's customers when they are seeking or

querying a Council service and the ongoing experience of the customer while they deal with the Council.

4.3 With the expansion of the Council's Internet facilities and the development of the Council's website, the use of electronic communication is rapidly increasing for the delivery of the Council's services.

4.4 There is potential for the increase in home working and greater access to systems from other remote information sites. This will require further development growth in the communications technology and use of web based access to systems.

5. DELIVERING THE STRATEGY

5.1 This strategy is closely linked to the recently approved e-Government Strategy and the ICT (Information Communications Technology) Strategy. These strategies underpin the move to modernising and improving service delivery.

5.2 Delivery of this Strategy is subject to a number of key dependencies, not least the availability of capital and revenue resources and availability of the required specialist skills.

5.3 The summary of the timetable for integrating the front line services to the Service Centre is given in section 5 of the Strategy. Obviously, a more detailed plan will be necessary for implementation and migration of these services.

6. RISK MANAGEMENT

6.1 In the past we would not normally undertake pioneering projects, but would adopt new methods and technologies only when they are proven in other Local Authorities.

6.2 This remains the overall approach, but during the past 12 months we have found that there has been a good case for some of our developments to be more leading edge than was expected.

7. CORPORATE GOVERNANCE

7.1 Much of the Government's modernisation agenda, including e-Government and Customer Access Strategies, impacts on corporate governance:

- Democratic renewal
- Community Leadership
- Engagement of the local community, consultation and partnership working
- Outward looking, accountable and responsive services
- Continuous improvement (including best value and value for money)
- The need to ensure inclusiveness and equality of access to public services

8. OTHER SUB HEADINGS

None

9. BACKGROUND PAPERS

None

Contact Officer

Name: Norman M Macleod (Head of IT Services)

e-Mail: n.macleod@bromsgrove.gov.uk

Tel: (01527) 881256



Bromsgrove District Council



Customer Access Strategy 2005

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Bromsgrove District Council

Customer Access Strategy

“Better Services and Better Quality”

Our Vision

Making it easier to access local services

Local people want council services to be available in the right way, the right place and at a time to suit them. Our citizens want to sort out their business with the Council simply and quickly - with one visit to the Council's offices, Customer Service Centre or one phone call, rather than several. We need to redesign how we provide services and to do this we will put the citizen first.

1. Introduction

The strategy sets out Bromsgrove District Council's ambitions for Customer Service over the next three years, outlining our commitments to the customer and an overview of the plans we have in place to realise an ambitious programme of work to improve access to customer service across the district.

The strategy identifies why, when and how customers can access services now and in the future. Technological developments are increasing the ways in which we can do this but we are mindful that face to face or personal contact is still very important to many people. By increasing the number of ways people can access services we aim to make it easier for them. However, such improvements must be effective and to ensure this we must ask the users themselves.

2. Our Ambition

The context of our ambition is expressed in our Corporate Plan 2005-2008, which states that: “The use of new technology will improve access to services, customer choice and convenience whilst providing...” In delivering this ambition we will seek opportunities to enhance and develop current partnership working, including joint service delivery points and the procurement and implementation of shared systems/services.

2.1. Offering Choice

A Customer Panel survey carried out in March 2005 asked respondents to indicate the way in which they prefer to access Council services. This provides a baseline from which to plan delivery based on how, where and when customers prefer to access services.

Access channels

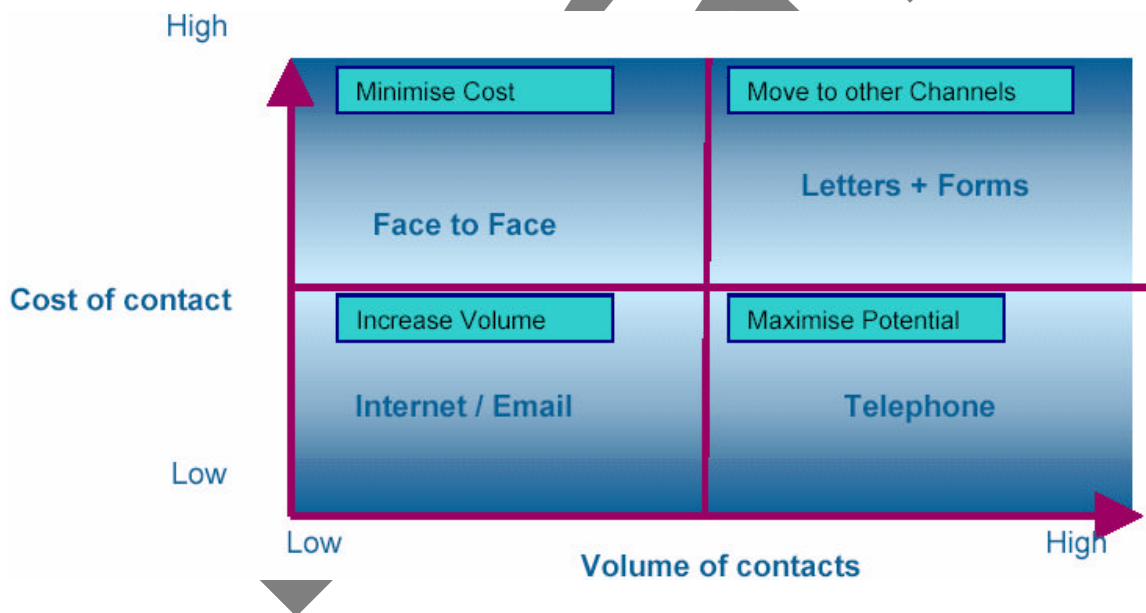
“Access channels are the various routes through which people might contact, or be contacted by local service providers. Such channels need to offer greater choice and

convenience for citizens, while also supporting appropriate authentication of users and security for public service systems.”
ODPM National Strategy for E Government

Citizens nationally and locally prefer to contact the Council either face to face or via the telephone. The National Access Project research has identified some of these additional self-help channels which include web services, a community portal, local access points, mobile services, information kiosks, advice surgeries, home visits, interactive TV, postal services, email and the use of third party intermediaries. We will seek to offer a wide range of access choices to our citizens, businesses and other organisations.

As an authority we recognise that different access channels have very different costs attached to them. There is little reliable national data on the relative costs of different channels for the public sector, but there is a broad recognition that face-to-face is significantly costlier to provide than telephone, which in turn is more expensive than e-mail. Self-service, through the Internet and automated payment lines, is the least costly access channel.

The long-term aim is to provide services to all but with the promotion of the most cost-effective channels:



Through the development of each access channel care will be taken to ensure that resources are closely matched to need; with the majority of customers being encouraged to utilise the web for self-service and the telephone for more in-depth queries, enabling the Council to focus resources to support customers who require face-to-face contact in order to resolve their queries. In order to achieve this, it is vital that the customer experience of self-service and telephone service is at least as high as that obtained through visiting the Council/ Customer Service centre in person.

Appropriate quality monitoring and metrics will need to be established to ensure that resources are being accurately targeted.

Understanding our Stakeholders Consultation

We are committed to broader engagement with our community to help us shape the way we deliver our services. They will provide us with information about where, when and how they would like to contact the Council and access its services. There will be ongoing consultation to ensure we are actively and continually consulting to recognise the views of our local community. We will develop the citizen panel framework and consult with hard to reach groups to obtain their ideas to deliver and importantly build upon this strategy. Ongoing consultation is essential to ensure the access strategy remains relevant to the needs and aspirations of the people of the District.

The paragraphs below outline the key ambitions for each type of access and the steps we will put in place to realise them.

2.2. Face to Face Contact

A survey of the customer panel in March 2005 showed that 24% of Council customers preferred to visit in person. Typically, these customers will be requesting benefits services, Council tax services, or making a payment. Additional services will form part of the core knowledge of Customer Service Advisors and full information about the service will be maintained via the Council's web pages and Customer Relationship Management (CRM) system.

Key targets:

- Continued development of the services provided to customers visiting the Customer Service Centre in Bromsgrove town centre, with additional services provided at the Council House. The Customer Service centre, as part of the e-Worcestershire Hub Partnership, to offer access to a wide range of Council services and resolution of 80% of customer queries at the first point of contact.
- The range of Bromsgrove Council Services to be provided at the Customer Service Centre to be increased over the next 15 months, plus provision of additional County Council services and services from other public sector or community organisations.
- Maintain our commitment to partnership working as part of the e-Worcestershire Hub Partnership.
- In 2006/07 investigate the provision of Neighbourhood Service Centres or kiosks in rural areas, utilising existing libraries or other public sector and community buildings. To review the new operation and set further targets for the following two years.

2.3. Telephone Contact

The latest Customer Panel survey indicates that 35% of our customers prefer to contact the Council by phone. Existing telephone contact information is difficult to navigate and a number of calls are directed to the wrong number. The implementation of the Automatic Call Distributor (ACD) and the IP Contact Centre (IPCC) solution will enable improved management of telephony. By distributing calls away from congested lines more widely

through the customer services team, trained staff should improve the current call response times.

Key targets:

- Develop a dedicated team of professional customer service advisors capable of resolving 80% of customer enquiries at the first point of contact.
- Develop a new streamlined set of contact numbers for Council services, to be advertised through commercial directories and on Council correspondence and leaflets.
- Increase the percentage of service requests made by telephone in subsequent years, based on new accurate statistics to be derived from reports generated by the council's new Customer Relationship Management system.
- Develop the range of calls routed through the Customer Services Team as per the service list in section 5.

2.4. E-mail/Web contact

At present a fraction of service requests are dealt with by e-mail and the website refers customers to telephone numbers and Council offices for assistance. The implementation of the e-Worcestershire Hub Customer Relationship Management (CRM) system includes an e-forms package which will enable customers to "self-serve" for a range of services through the internet. Requests for service received through the website will be handled by the CRM using the same procedures as requests received through any other channel.

As new services are made available through Customer Services they will be "mapped" to give a thorough understanding of the procedure involved in the request and any associated customer-facing information will be made available on the web.

Key targets:

- Increase the percentage of service requests made by e-mail contacts and e-enabled services by developing electronic forms for these service requests.
- Increase the number of "hits" on the Council website by developing the range and depth of information available.
- Develop take-up of the new Internet payment facilities.
- Develop take-up of the new Automated Telephone Payment (ATP) facility.

2.5. Postal contact

The Council handles in the region of xxxxxxxx items of post per annum and officers in a number of teams spend considerable time handling this post. In preparation for the proposed centralisation and setting up of a 'Customer contact room' in the Council House a postal review will seek short and medium term opportunities for increasing the efficiency of post-handling arrangements.

- Streamline the procedures for handling post to achieve an agreed reduction in the total time spent on internal and external post distribution.
- Investigate procedures necessary to adopt Document Management and Workflow in the 'Customer contact room'.

- Undertake a review of outgoing mail with the aim of identifying opportunities for reducing mail costs.

The Customer Service Centre will continue to handle paperwork and key documents submitted by customers; these documents are scanned into the Customer Relationship Management system and our Corporate Document Management system.

3. Standards

In addressing all of the above access points we intend to adopt the following customer service standards:

- We will listen to customers, and make every effort to help.
- We will be fair, responsive and courteous to all our customers.
- We will be professional and well-informed.
- We will never discriminate against customers on the basis of age, gender, race, sexual orientation, disability or background.
- We will endeavour to provide services that meet customer requirements.
- We will be clear about the services we can offer.
- We will encourage customer feedback.
- We will respond effectively to complaints, and use customer feedback to secure continuous improvement.
- We will make information about our services available at Council customer services points and via the Council website.
- We will endeavour to ensure that no-one is denied access to any building because of a disability.
- We will provide help to meet specific needs wherever we reasonably can, such as provision of hearing loops and BSL signers.

Our delivery against these standards will be monitored and used to improve the standard of service. Annual targets will be set and monitored.

4. Infrastructure

4.1 Front line technology enablers

“Enabler technology refers to the computer systems, or middleware used to support access channel policy and provide the link to core business and information systems.”
Society of IT Managers (SOCITM)

We will support our access channels by providing and consulting on the potential benefits of utilising a variety of enabling technologies. These will include Customer Service Centres, Customer Relationship Management (CRM), a corporate intranet, electronic forms, electronic payments (telephone, face to face and web), Geographic Information Systems (GIS), text messaging (SMS), Smart Cards, electronic procurement of services and video conferencing facilities. We will seek to identify and deploy those technology enablers that deliver the maximum benefits to the citizen in accessing services.

4.2 Support enablers (Information and knowledge solutions)

To ensure that we deliver services, how, when and where our stakeholders require we will need to provide a variety of information and knowledge solutions that will support the way we deliver our services. These will include scripting and frequently asked questions (FAQ's), service information, customer service standards, content management, knowledge management, e learning, management information, policies, procedures and protocols. These will enable us to provide a consistent and quality service responsive to customer needs.

4.3 How will we link our services?

The technical infrastructure that will link our services will be seamless and will be transparent to citizens and will form the backbone to excellent service delivery. Citizens will determine what access channels and enablers we will use and our infrastructure will support these requirements. The technical standards and systems we are implementing will improve the way our back office employees are able to do business, enabling more effort to be placed into improving service delivery.

- The implementation of the new Customer Relationship Management (CRM) system will improve our ability to track customer requests.
- The CRM system will enable us to reduce the number of databases holding customer details, reducing the number of address anomalies and the amount of time spent updating customer information.
- The CRM system will enable improvements to our customer complaints and feedback processes, deliver better quality customer information and reduce the duplication of officer responses.
- The new telephone Automatic Call Distributor (ACD) and the IP Contact Centre (IPCC) solution will enable calls to be distributed from a range of key council telephone numbers to Customer Service Advisors who are trained in the relevant service areas.

The implementation of the new Customer Relationship Management system and IPCC will be supported by a review of existing processes and procedures for each of the service areas to be supported by the new technology, to ensure that these are as accurate and efficient as possible. In addition, the information available electronically, through the Council's website and intranet, will be kept up-to-date to ensure that information provided is consistent and reliable.

5. Service List

5.1 When will we provide our services?

This access strategy will help to support citizens by providing services at times and through locations that will suit them. We will investigate ways we can provide access to front line services outside of traditional office hours and regularly consult with citizens to provide access to services that offer best value service delivery.

5.2 How will we deliver our services?

The strategy focuses upon the means to deliver a more responsive and seamless service to the citizens of Bromsgrove. This approach will mean that many customer

queries will be handled at the first point of contact. Appropriate technical solutions will be developed to assist the delivery of these objectives.

As services are integrated into the Customer Service Centre over the next 15 months they will be prepared by a full business review including a mapping exercise, prior to integration into the e-Worcestershire Hub Customer Relationship Management system. In addition work is required to establish and maintain accurate service descriptions and procedures, where possible utilising the Council's website. A detailed list of services which will be handled by the Customer Service Team in 2005/06 and 2006/07 will be developed and **Action Plans** put in place to achieve the migration of services to the Customer Service Centre.

The planned programme for integration is based on existing service units:

Phase One:

- Revenues and Benefits
- Cash Office - payments
- Bus Passes & Car Parks
- Depot Services
- WCC Blue Badge
- Environmental Health Services

Phase Two:

- WCC registration services
- WCC Trading Standards
- Leisure
 - Allotments
 - Parks/Play areas
 - Sports Facilities

Phase Three:

- Online Leisure Booking
- Reception Switchboard
- Car Parking –Excess charges
- WCC Highways Partnership
- Taxi Licensing
- Planning
- Building Control
- Elections

Phase Four:

- Various WCC Services
- Land Charges
- Electoral register
- Cemeteries

6. Staff

To be effective, the strategy will require support from all levels within the Council. It is important to implement staffing requirements that will allow the Council effectively to manage and control a customer-focused organisation.

The Council will work on the principle of in-house provision ensuring that staff have the skills and competencies required to put the customer first and that their needs are at the focus of how jobs are designed.

Customer services is recognised as a service area in its own right and services will be redesigned around the principle of resolving enquiries and requests at the first point of contact which will develop opportunities for professional and skilled customer service roles.

It is inevitable that the development and growth of the Council's Service centre will result in a corresponding reduction in the need for single service based call handlers. A comprehensive programme of training will need to be developed to allow existing staff to have full access to the new front office

We will invest in training for staff to ensure that officers are able to resolve queries utilising Council systems, procedures and information, whether those queries are made by telephone, in writing or face to face and in such a way that meets our service standards of courtesy, integrity and professionalism.

In order to monitor our progress we will set appropriate performance measures, based on the Council Customer Care Charter and other relevant policies and strategies. The Customer Care Charter will be updated in June/July 2005 to reflect the inclusion of new electronic access channels and the Customer Service Centre.

7. Customer Feedback

- A new combined complaints handling and customer feedback process will be implemented to streamline the process of handling customer complaints.
- Customer Service Advisors will play a central role in ensuring that customer feedback is captured and used to drive service improvement.
- We will undertake regular, relevant and focused reviews of service provision, utilising recognised consultation, quality and marketing tools.
- We will benchmark access to council services against other local authorities and play an active role in the relevant benchmarking within the e-Worcestershire Hub Partnership.
- Users will be involved and consulted in setting standards and providing timely feedback to consultees on service developments.

The Customer Relationship Management system and IPCC telephony will provide a range of reports to monitor customer satisfaction will be set as required.

8. Accessibility

The opening hours for access to telephone and face to face service will be reviewed, with the aim of expanding hours when the need arises and the demand is there.

We will provide hearing loops, a telephone translation service, and whatever additional support we reasonably can to ensure that access to service is not restricted.

The Bromsgrove Council website will conform to the 'AAA' accessibility guidelines, to make it accessible to those with sight impairment or colour-blindness.

We will continue to review access to services in rural areas with the aim of improving the range of services currently available.

We will review our arrangements for accessibility to service on an annual basis.

9. Fairness and Equality

Social exclusion

Our strategy identifies that we must ensure that all our hard to reach groups have access to Council services where, when and how they choose. We will ensure we engage and consult with all our local communities, disabled people and hard to reach groups.

A process of monitoring the take up of services on a regular basis will be put in place. This will allow the Council to identify any groups of customers who are not accessing the services to which they are entitled.

The Data Protection Act (DPA) influences the way we deploy this strategy, we will comply with the DPA and ensure that all customer-related information is maintained securely, with access to personal information restricted to those officers who need it.

We will always respect customers, regardless of age, gender, ethnicity, sexual orientation, disability or background.

12. Conclusion

Customer Relationship Management requires the Council's service delivery mechanisms to be organised around the needs of the customer rather than solely reflecting current internal structures. Achieving this may require a complex set of changes, including culture and strategy as much as process transformation, restructuring or technology.

If it is to achieve its corporate goal of becoming an excellent Council, Bromsgrove District Council must aim to provide levels of customer service that are among the highest of any Authority and be comparable with the best providers in the private sector. This strategy supports that goal.

This Strategy will benefit employees as well as customers, by creating specialist customer service roles. There will be more opportunities for people who enjoy dealing with customers to do so, and they will have the means to provide a better service. Much

of the routine work currently dealt with by our service experts will be transferred to the front-office, leaving the experts to concentrate on the more complex issues for which they are trained.

The Council recognises that customers' needs alter and their expectations increase. New technology opens up new possibilities for service delivery. This strategy will be reviewed regularly to ensure that Bromsgrove District Council keeps pace with new developments and the improvements being made by others.

The implementation of a truly customer facing culture represents a challenge to the Council but, ultimately, this strategy will help the Council to achieve substantial service improvements and cost benefits, as well as meeting the Government's requirements for a modern Authority in the twenty-first century.

Draft