



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 10TH SEPTEMBER 2012
AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors S. R. Colella (Chairman), P. Lammas (Vice-Chairman), C. J. Bloore, J. S. Brogan, Dr. B. T. Cooper, Mrs. R. L. Dent, K. A. Grant-Pearce, Mrs. J. M. L. A. Griffiths, R. J. Laight, P. M. McDonald, S. P. Shannon, Mrs. C. J. Spencer and L. J. Turner

AGENDA

1. Apologies for Absence
2. Declarations of Interest and Whipping Arrangements
3. To confirm the accuracy of the minutes of the meeting of the Overview and Scrutiny Board held on 16th July 2012 (Pages 1 - 14)
4. Presentation - Local Strategic Partnership (Board Investigation) (Pages 15 - 34)
The following documents are attached for information in respect of this item:
 - Overview & Scrutiny Topic Proposal Form
 - Bromsgrove Partnership Annual Report
5. Presentation - Progress on the impact of the Government Welfare Reforms
6. Briefing Note on the Disposal of Stock and any Claw back Clause - Bromsgrove District Housing Trust (Pages 35 - 38)
7. Scrutiny of Crime and Disorder Partnerships - Introduction to the Work of the North Worcestershire Community Safety Partnership (Pages 39 - 42)

8. Overview & Scrutiny Topic Proposal - Parish Council Involvement in the Bromsgrove Community Safety Partnership (Pages 43 - 54)
9. Blue Badge Holder Consultation Presentation (Pages 55 - 80)
(Survey Analysis attached for information)
10. Car Parking - Decline in Usage/ Marketing Campaign Report (to follow)
11. Making Experiences Count Quarter 1 1st April to 30th June 2012 Report
(Pages 81 - 102)
12. Quarter 1 1st April to 30th June 2012 Finance Monitoring Report (Pages 103 - 120)
13. Quarter 1 1st April to 30th June 2012 Write Off of Debts Report (Pages 121 - 128)
14. Cabinet Response to the Planning Policy Task Group Report (Pages 129 - 136)
15. Actions List (Pages 137 - 142)
16. Overview and Scrutiny Board Work Programme (Pages 143 - 148)
17. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic 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.

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

30th August 2012



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- Meeting Agendas
- Meeting Minutes
- The Council’s Constitution

at www.bromsgrove.gov.uk

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY, 16TH JULY 2012 AT 6.00 P.M.

PRESENT: Councillors S. R. Colella (Chairman), P. Lammas (Vice-Chairman), C. J. Bloore, J. S. Brogan, Dr. B. T. Cooper, Mrs. R. L. Dent, K. A. Grant-Pearce, R. J. Laight, P. M. McDonald and L. J. Turner

Observers: Councillor C. B. Taylor and Councillor M. A. Bullivant

Officers: Mr. J. Staniland, Ms. D. Poole, M. Stanley, M. Bough, Ms. J. Bayley and Ms. A. Scarce

16/12 APOLOGIES

Apologies for absence were received from Councillors Mrs. J. M. L. A. Griffiths, S. P. Shannon and Mrs. C J. Spencer.

17/12 DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS

Councillor J. S. Brogan disclosed an interest in respect of item No. 4 as an employee of a Health Trust and in respect of item No 12 which made reference to his employer.

18/12 MINUTES

The Minutes of the Overview and Scrutiny Board meeting held on 18th June 2012 were submitted.

RESOLVED that the minutes be approved as a correct record.

19/12 JOINT SERVICE REVIEW - THE FUTURE CONFIGURATION OF ACUTE SERVICES IN WORCESTERSHIRE

The Board received a presentation in respect of the Worcestershire NHS Joint Services Review, Worcestershire hospitals – fit for tomorrow, from representatives of Worcestershire Acute Health Trust (WAHT). Members were reminded that a number of pre-prepared questions had been forwarded to WAHT. The presentation was an overview on the case for change of the Joint Services Review and provided information on the models of care which were currently being developed together with details of the project's planned timetable and any associated governance issues in relation to it. Members were informed that this was a joint review between the commissioners, NHS Worcestershire and the Acute Hospital, which commenced in March 2012 with

the aim of a final business case being prepared by January/February 2013. The review was for the whole of WAHT's services which operated from 3 sites plus 4 community hospitals.

It was a clinically led review and covered 4 work streams, Women and Children, Emergency Care, Elective Care (planned care) and Elderly Care. Representatives from each of these work streams had been involved from primary care and secondary care, together with clinicians from a whole range across the community including ambulance services, nursing and general practitioners. The Models of care, which had been identified and which were explained in detail to Members, would then be appraised in order to assess which should be put forward as final options. It was emphasised that, in all the Models identified, outpatients, diagnostics and primary care facilities would be maintained and provided exactly as they were at the moment in all parts of the County. The Models were focused on the acute in-patient or emergency admission type of work.

The evaluation framework was explained to Members in detail, together with the non financial and financial criteria and weightings that would be considered when creating the shortlist of options which would be included in the final consultation. It was stressed that this was a clinically led and patient centred review and every opportunity was being taken to involve the public in the engagement process. There would be continued external scrutiny through the Worcestershire County Council Health Overview and Scrutiny Committee, the National Clinical Assessment Board and Stakeholder Reference Board. Details of the revised project timetable were provided together with details of the governance arrangements, accountability and decision making process which would be followed in order to reach the formal public consultation stage in Autumn 2012.

(A copy of the presentation is attached at Appendix 1 for information.)

The representatives in attendance were:

Christine Fearn – Joint Service Review Project Director

Dr. Angus Thompson – Consultant obstetrician and gynaecologist, Clinical Director for Obstetrics and Gynaecology.

Dr. Anthony Kelly – General Practitioner from Droitwich.

The Board discussed the following areas in detail and the representatives from WAHT responded to questions:

- The potential closure of the Accident and Emergency department at the Alexandra Hospital in Redditch. (Specific statistics had been requested in respect of admissions and it was confirmed that these would be provided to the Board with an explanatory briefing paper.)
- The increase in life expectancy of the population and the affect this had on the way services were delivered and the changes that needed to be

made in order to support those with long term chronic conditions and which it was felt could best be managed within the community.

- Travel (for example by public transport) and accessibility concerns, including traffic congestion (particularly in Bromsgrove) and what were viewed as excessive parking charges at hospitals for patients, visitors and staff and the inclusion of this as part of the modelling process. The WAHT representatives confirmed that these issues had and would continue to be considered in any decisions that were made. However evidence from across the country was being researched where the outcomes still appeared to be better despite such problems, particularly in respect of trauma where increased travel time did not have an adverse clinical effect on patients.
- Particular areas of specialist care already being centralised at specific hospitals within the County and the current provision of two trauma units within the County.
- Any impact that the Joint Services Review could have on the Princess of Wales Hospital in Bromsgrove. It was explained that this was not part of the review as it was looking at acute hospital services and not community hospitals.
- Details of the external assessment and the experts involved.
- The levels of units in respect of midwifery and the role of a midwifery led unit and details of Model B, Members were informed that a similar model to this had recently been put in place at Cheltenham and Gloucester.
- Details of the finances which had led to this decision and of the budgetary position of WAHT together with any overspend and efficiencies of the hospitals concerned and necessary efficiency savings. (Information on PFI was available on the WAHT website.)
- The role and experience of junior doctors nationally and how this was managed and the involvement of consultants on a more regular basis with junior doctors.

The Chairman thanked the representatives of WAHT for a detailed and informative presentation.

RESOLVED that the presentation be noted.

20/12 **THE COUNTYWIDE HOMELESSNESS STRATEGY 2012-17**

The Board received a presentation from the Housing Strategy & Enabling Team Leader in respect of the Worcestershire Joint Homelessness Strategy 2012-17.

The strategy had been produced following the relevant guidance and a comprehensive review of services being undertaken in 2011 by a specific project team. The Housing Strategy & Enabling Team Leader highlighted both national and current local issues which could have an affect on homelessness, including the Comprehensive Spending Review, the impact of the Localism Act, the increase in rough sleeping across the County and links to childhood life experiences such as domestic abuse and relationship breakdown. The

Board's attention was also brought to the 4 strategic goals of the strategy and the work which would be carried out in order for those goals to be met.

- Provide a pathway to a housing solution for everyone
- Create strong partnerships to tackle homelessness
- Take effective action to prevent anyone new to the streets having to sleep out for more than one night
- Reduce financial deprivation within our communities to minimise homelessness.

The Housing Strategy & Enabling Team Leader responded to questions and the Board discussed the following areas in detail:

- Links between health, especially mental health and homelessness
- Available support from staff based at Bromsgrove
- Providing accommodation for homeless persons from outside of the district.
- The Choice Based letting system
- An increase in the number of young people being housed in sheltered accommodation and whether this was a temporary measure – officers agreed to investigate and provide Members with further information.

The Board were informed that the Joint Homelessness Strategy had completed its consultation on 6th July 2012 and would be presented to Cabinet for consideration at its meeting to be held on 5th September 2012.

RESOLVED that the presentation on the Worcestershire Joint Homelessness Strategy 2012-17 be noted.

21/12 **CORPORATE PERFORMANCE MONITORING REPORT QUARTER ENDING 31ST MARCH 2012**

The Board considered the Quarter 4 Corporate Performance Report and received a brief summary of its content from the Head of Business Transformation. It was highlighted to Members that of the 16 performance indicators included in the report 10 had improved and 6 had declined. Improvements had been seen in the use of Bromsgrove Urban Rural Transport (BURT) scheme and Shopmobility and increased attendance at the Artrix Centre. The area which was causing the most concern was the decline in usage of the town centre car parks. The Head of Business Transformation confirmed that a marketing campaign was being prepared in conjunction with the car park management team, Wychavon District Council.

The Board discussed the following areas in detail and the Head of Business Transformation responded to questions on those areas:

- The decline in the use of the car parks and the financial implications to the Council – Members queried whether this was due to an increase in parking charges which may have occurred. (Officers to seek

clarification of any increase in charges and details of financial implications.)

- Details of the marketing campaign to promote the car parks and the aims and objectives, financial implications and reasoning behind working with Wychavon District Council.
- The increase in usage of the Artrix and the financial support provided by the Council. (Officers to clarify whether a review would be possible.)
- The processing of benefits and the improvements which could be expected from the transformation programme.
- The reasons for the delay in payment of invoices by the Council (Officers to seek further clarification on this point).
- Reference was made within the body of the report to 2 national indicators in respect of air quality and climate change, however further information was not given. Members requested Officers to provide further information in respect of those indicators.
- The recording of complaints and the inclusion of the recommendations from the Planning Policy Task Group.

The Executive Director, Planning and Regeneration, Regulatory Services, Housing Services responded to points raised by Members in respect of the processing of planning applications and the comments provided within the report in respect of the delays which had occurred. It was expected that improvements from the transformation process would have an impact on the figures for the first quarter of 2012/13.

RESOLVED:

- (a) that the Corporate Performance Report Quarter 4 be noted; and
- (b) that the Board receive a detailed report in respect of Car Parking, to include details of the marketing campaign, the financial implications of the reduction in usage and the aims and objectives and any cost implications of working with Wychavon District Council, at the meeting to be held on 10th September 2012.

22/12 **SICKNESS ABSENCE PERFORMANCE AND HEALTH QUARTER 4 REPORT**

The Board considered the Sickness Absence Performance and Health report for Quarter 4, which included statistics for the 12 month period ended 31st March 2012. The acting Shared Human Resources & Organisational Development Manager informed Members that a new format for the report had been used which should be more useful and informative; however Members comments and feedback would be welcomed. It was also the final quarter before the majority of shared services had been put in place. The movement of staff between sites had presented some difficulties as no comparable data was available, from April 2012 there would be an opportunity for Members to access details of shared services which were not hosted by the Council.

The following areas were highlighted and discussed by Members:

- A 20% reduction in absence for quarter 4.

- The modifications made to the pie chart used to highlight categories for absence.
- The statistics for the full year 2011/12, which were below the corporate target.
- Seasonal absences and work being done to identify reason for peaks in absences at particular times throughout the year.
- Long term absences compared to short term and the relevance to particular areas of work, for example Environmental Services.
- Targets for 2012/13 and the inclusion of this within the review of sickness reporting. (This would be circulated to the Health & Safety Committee for discussion.)

The Board discussed and the acting Shared Human Resources & Organisational Development Manager responded to questions in respect of the following areas:

- Any established patterns identified in respect of short term sickness absence (particularly in respect of Environmental Services).
- The inclusion of agency staff sickness absences within the figures provided for Environmental Services. (Officers to clarify whether this was the case and if not the reasons for not including this information.)
- The training events which had been held to assist managers in the understanding and dealing with mental health issues in the work place. The Board were informed that these had been provided by a staff member who was appropriately trained and therefore funded from existing budgets.
- Stress related absences in relation to transformation and other work related issues.
- Members noted that within the pie chart used to highlight categories of absence there was a category classed as “unknown” – the acting Shared Human Resources & Organisational Development Manager agreed to clarify this point.

RESOLVED that the Sickness Absence Performance and Health Quarter 4 Report be noted.

23/12 **FORWARD PLAN OF KEY DECISIONS 1ST JULY TO 31ST OCTOBER 2012**

The Forward Plan of Key Decisions was considered by the Board. Members commented on the slippage which had occurred in respect of the Fly Posting Policy and the Land Disposal Policy, both of which should have been received by Cabinet at its meeting on 6th June 2012 and were now scheduled in for the Cabinet meeting on 5th September 2012. Officers agreed to investigate and report back to Members.

24/12 **OVERVIEW AND SCRUTINY TOPIC PROPOSALS**

The Chairman reminded the Board that at the meeting held on 18th June 2012 Members were requested to submit any completed Overview and Scrutiny

topic proposals for consideration and inclusion within the Work Programme. Members were provided with copies of five such proposal forms and following discussion it was

RESOLVED:

- (a) that a report and presentation be received at the Board meeting to be held on 10th September 2012 in respect of the Local Strategic Partnership;
- (b) that a report and presentation on the Shared Services – Value for Money? Topic proposal be scheduled into the Work Programme as soon as practicably possible; and
- (c) that CCTV Shared Service, Regulatory Services and Impact of the Localism Act on Bromsgrove District be scheduled in to the Work Programme for the remainder of the Municipal Year.

25/12 **OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME**

The Board considered the Work Programme and it was

RESOLVED that subject to the amendments detailed in Minute No. 24/12 the Work Programme be noted.

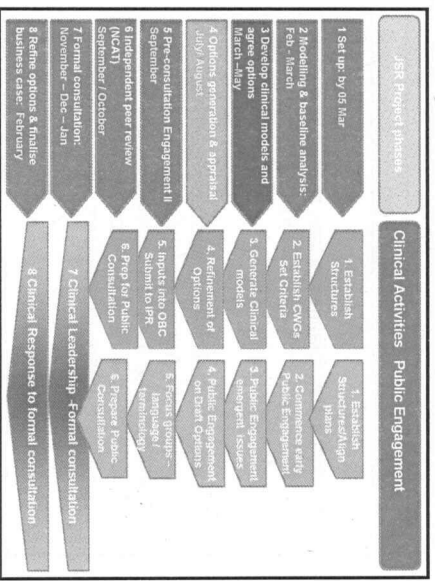
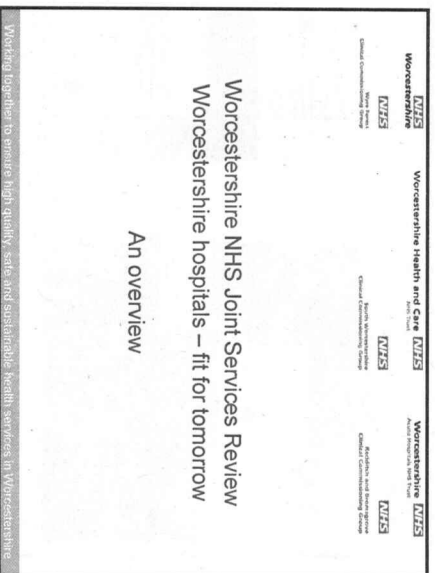
26/12 **WCC HEALTH OVERVIEW AND SCRUTINY COMMITTEE AGENDA AND MINUTES**

Councillor Dr. B. T. Cooper, the Council's representative on the Worcestershire County Council Health Overview and Scrutiny Committee (HOSC) informed Members that as the Board had already received an in depth presentation on the Joint Service Review he would not go into detail on the recent HOSC meetings, however he was happy to respond to questions from Members either within the meeting or outside if members wished to email him. Councillor Dr. Cooper did confirm that the majority of the financial queries raised early in the meeting were answered on page 11 of the HOSC meeting Minutes dated 22nd May 2012.

The meeting closed at 8.37 p.m.

Chairman

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Why we need to change

The way the NHS runs, with much of our healthcare provided by hospitals has changed little since its inception in 1948.

Despite this, the population has changed, we are older, living for up to 3 decades with long term illnesses. As a result demand for healthcare is rising.

Why we need to change

New and more effective drugs, treatments and technologies need to be funded every year which can improve our overall health outcomes

At the same time, Acute Hospitals are facing other growing pressures:

- 1. Sustaining workforce requirements
- 2. No real terms growth for 7 years.

Clinically led

Clinician leaders in Worcestershire want to make sure we can continue to provide high quality care but this must also be affordable.

We have to provide **better** healthcare to **more** **people** with the **same** amount of **money**

This challenge is facing every economy in the country.

Clinically Led

This scale of challenge is unprecedented. We cannot meet it without significant changes to the way services are organised in the County.

Local Doctors and Nurses are clear that doing nothing is not an option.

They have been focused on the Clinical Quality and Safety issues and how we ensure standards can be met in the future.

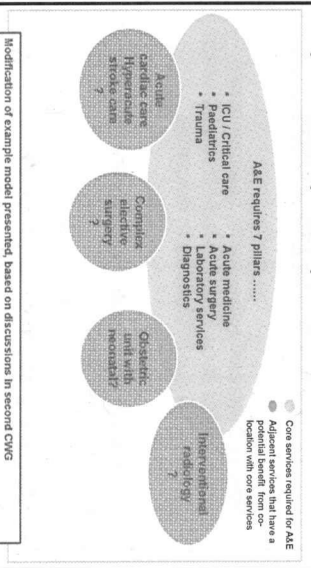
Clinically Led

We deliberately planned to look at costs at a later stage – to ensure the focus initially was on the evidence for quality care.

The early work clinicians have completed has looked at **the full range of possibilities**. They have had help from independent experts in the field of Paediatrics, Obstetrics, Midwifery, General Surgery, Elderly Care, Anaesthetics.

Expert guidance suggests quality of clinical care could often be improved by consolidating and increasing the scale of services

The Case for Change: Emergency Care The 7 pillars of A&E and potential adjacent services...



Royal colleges have published a range of recommendations on increasing consultant presence in acute specialties, to enable better 24x7 care

Policy guidance

Consultant absence
working with patients, 4th edition (2005)

Emergency Medicine
Consultants – Workforce Recommendations (2010)

Emergency Standards for Unscheduled Surgical Care (2011)

Facing the Future: A review of paediatric services (2011)

The Future Workforce in Obstetrics and Gynaecology (2011)

Key recommendations

- Round-the-clock consultant supervision of A&U
- Consultant review of all acute admissions within 12 hours of initial assessment through twice daily post-lake ward rounds
- Increased consultant coverage required when 25 admissions/24 hours
- 10 WTE minimum coverage for all A&E providing 16 hour/7 day consultant coverage; minimum coverage higher for A&E
- 24/7 emergency medicine consultant coverage of A&E
- Consultant review of high risk patient within 4 hours
- 30 minutes
- Consultant review of patient to operations when provided monthly >5%

Facing the Future: A review of paediatric services (2011)

- Consultant paediatrician review within 24 hours of child's acute admission to paediatric unit
- Short Stay Paediatric Assessment can access consultant opinion
- Paediatric consultant present during peak hours
- Minimum 10 WTE per rota

The Future Workforce in Obstetrics and Gynaecology (2011)

- 24/7 consultant coverage for delivery suites with >5000 births per year
- Year of 12.5 consultant WTE rota for delivery suites with 2.5k-3k births/year
- Consultant coverage for delivery suites with 2.5k-3k births/year

10 SOURCE: Royal Colleges

Emerging views on interdependencies around the country

- obstetrics needs emergency surgery and interventional radiology to be co-located
 - Paediatrics
 - Move towards 24x7 consultant cover for paedics and NICU creates further pressures to share rota
 - Challenges to sustain critical workforce 24/7 – national reduction in paediatric units
 - Critical care and elective surgery
 - Complex elective surgery requires critical care
 - Paediatric critical care – number of trusts seeking to move to a single critical care – and so focusing day case and less complex work onto a site without critical care
 - Acute medicine and emergency surgery
 - Clinical concerns about admitting patients to sites without emergency surgery presence and so increasing the likelihood of site like who say no most surgical patients are treated to the site with emergency surgery
 - Critical care & emergency surgery
 - Clinical concerns about having a critical care facility without emergency surgery presence
 - A&E & emergency surgery
 - Clinical concerns about having an A&E without emergency surgery presence
 - A&E and Paediatrics
 - Clinical concerns about having an A&E without Paediatric 24/7 cover on site
- 11

Meeting best practice guidelines for consultant cover – current figures for WAHT

	Suggested minimum	Current WRH	Current A&E	Gap
Paediatrics	10	7	6	-7
A&E	10	5	4	-11
Maternity	13.8.6	11	5	-3
General Surgery	10	9	7	-4
Total Gap				-25

Minimum WTE taken from Royal College Guidance. Values are approximate as some Trusts are adopting by variations in 90%, non-rotational time, etc

Clinically Led Review

- Clinical Reference Group consisting of 25 senior doctors and nurses from across primary, secondary and community care
- 120 health and care professionals working in 4 work-streams to review the current organisation of care and the clinical evidence:

- Elderly Care
- Emergency Care
- Planned Care
- Women's and Children's

Working together to ensure high quality, safe and affordable health services in Worcestershire

	Description
Model A	No change (Three sites - fully staffed medical rotas)
Model B	Two acute hospital sites (each with full A&E dept) Women and children's services brought together onto one site One hospital treatment centre (includes planned surgery) with MIU
Model C	One acute hospital site (with a full A&E dept) One acute site with urgent care centre (selected medical admissions) MIU One hospital treatment centre (includes planned surgery) with MIU
Model D	One acute hospital site (with a full A&E dept) One hospital site providing planned surgery with MIU One hospital treatment centre (includes planned surgery) with MIU
Model E	One acute hospital site (with a full A&E dept) One hospital site providing planned surgery with MIU. One site providing outpatients & diagnostics with MIU.
Model F	One acute hospital site (with a full A&E dept) Two sites providing outpatients & diagnostics with MIU.

Clinical models

Model A No change, (Three Sites - fully staffed medical rotas)

This would maintain all hospital services as they are on 3 sites.
To meet minimum standards going forward we need to have additional consultants across a range of specialities – increasing costs.
We also believe that these Doctors will not gain sufficient experience to maintain their specialist skills from the workload at one site.
We do not believe that we will be able to recruit enough experienced doctors – even if the additional funding was available – which it is not.
Our clinicians do not believe the model can continue because it will not be possible to meet quality standards, even if additional funding was available.

Clinical models

Model B Two Acute hospital sites (each with full A&E dept) Women and children's services brought together onto one site. One Hospital Treatment Centre with MIU

As per the previous site.
Concentrating services into a single location.
Our clinicians do not believe this model should be taken any further as we believe there would be a shortage of qualified and experienced consultants to maintain safe, quality services AND safety concerns about an A&E on one site without children's consultant cover

Clinical models

Model C One Acute hospital site (with a full A&E dept) One Acute site with Urgent Care Centre (selected med admissions) + MIU One Hospital Treatment Centre with MIU

At this stage we believe this model is safe and achievable and would:
-help to ensure quality and safety of women's and children's services located at the acute hot site.
-Maintain access to urgent care services for selected cases at 2nd site
-Address, in part, the difficulties in recruiting consultants in other specialities
-Emergency care available for most severely ill at one site (out careful planning to ensure patients went to the right site). - Patients would travel by ambulance to nearest A&E – which may be out of county.
-No change to the Kidderminster Treatment Centre.

Clinical models

Model D One Acute hospital site (with a full A&E dept) One Hospital site providing planned surgery with MIU One Hospital Treatment centre (includes planned surgery) with MIU

We believe this model is safe and achievable and would:
-help to ensure quality and safety of women's and children's services and emergency care – meet all standards
-Address, in part, difficulties in recruiting consultants
-Separation of planned and emergency care enables us to create a state of the art centre for planned surgery at one site - reducing disruption/cancellation of planned surgery due to emergency admissions
-Make us a more attractive choice for patients who need elective care
-No change to the Kidderminster Treatment Centre.

Worcestershire **NHS** Worcester Health and Care **NHS** Worcester **NHS**
Local Health System Trust NHS Trust Local Health System Trust

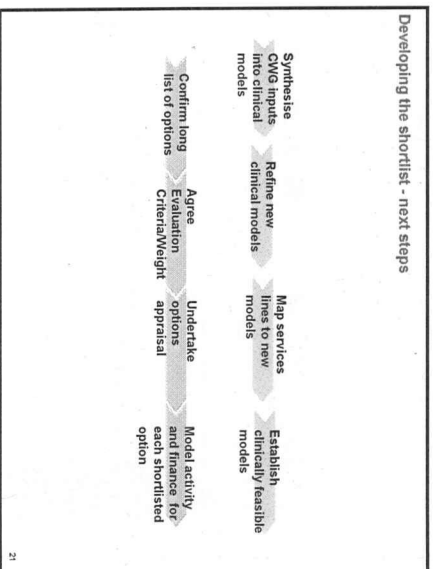
Clinical models

Model E	Description
One Acute hospital site (with a full A&E dept) One Hospital site providing planned surgery with MU MU, Outpatients and Diagnostic services in third location	<p>We believe this model is safe and achievable and would:</p> <ul style="list-style-type: none"> •Help ensure quality and safety of all services •Create a state of the art centre for planned surgery and associated benefits •Supported by expanded, modernised primary and community services care closer to home •Improve recruitment and achievement of right number of consultants •Outpatient appointments in all three locations •Possibility of a Midwifery led unit •Children's rapid access clinics in two towns supported by community nursing services

Worcestershire **NHS** Worcester Health and Care **NHS** Worcester **NHS**
Local Health System Trust NHS Trust Local Health System Trust

Clinical models

Model F	Description
One Acute hospital site (with a full A&E dept) MU, Outpatients and Diagnostics in the other two locations	<p>We believe this model is safe and achievable:</p> <ul style="list-style-type: none"> •Single acute site providing full range of services meeting all standards •Improve recruitment and achievement of right number of consultants in all specialities •MUs and outpatient / diagnostic facilities in other two locations •Possibility of a Midwifery Led Unit •Children's rapid access clinic during daytime hours in other localities •Supported by expanded, modernised primary and community services care closer to home



THE EVALUATION FRAMEWORK

Worcestershire **NHS** Worcester Health and Care **NHS** Worcester **NHS**
Local Health System Trust NHS Trust Local Health System Trust

Non Financial Decision criteria and weightings

	Non Financial Criteria	Mean Weights	Median Weights	Recommended Weights
1	Improved, more sustainable clinical quality	30	30.8	30
2	Better access to services for patients and families	16	16.5	16
3	Improved strategic fit of services	14	13.2	13.5
4	Meeting training, teaching and human resource needs	12	11	11.5
5	Making more effective use of resources	16	16.5	16
6	Deliverability	12	13.8	13

23

- Worcestershire **NHS** Worcester Health and Care **NHS** Worcester **NHS**
Local Health System Trust NHS Trust Local Health System Trust
- ### Financial decision criteria and weightings
- The financial assessment will focus on an assessment of the financial impact of each model on WAHT.
 - The assessment will be based on the initial cost estimates which have been prepared by the Steering Group, and will include for each model (over the assessment period of 30 years):
 - Capital Costs – the initial estimates of the capital investment required;
 - Non-recurring Revenue Costs – the estimated non-recurring revenue costs;
 - Recurring Revenue Costs – the projected change in the Trust's recurring cost base;
 - Lifecycle Costs – an assessment of the change in the lifecycle costs of the Trust's estate

COMMUNICATION AND ENGAGEMENT

- This is a clinically led and patient centred review – it aims to safeguard high quality care for all the residents of Worcestershire
- We are currently in an engagement phase on 'work in progress' and our case for change
- Staff and the public are invited to 'have their say' on the models of care and the evaluation criteria that we will use in developing a short list of options.
- There is external scrutiny of our work via HOSC, NCAT, Stakeholder Reference Board

Public involvement

Our approach to involvement is 'no decision about me, without me' their say – led by local clinicians

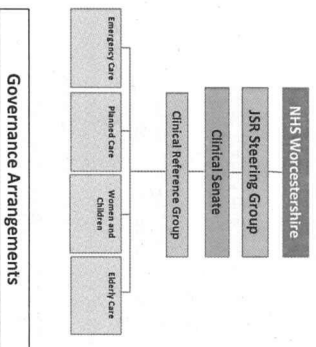
Wed 27 June, 10:00am – 2:00pm
Sat 30 June, 10:00am – 2:00pm
Mon 2 July, 5:00pm – 8:00pm
Tue 3 July, 5:00pm – 8:00pm
Wed 4 July, 10:00am – 2:00pm
Sat 7 July, 10:00am – 2:00pm
Tue 10 July, 5pm – 8pm

BHL, Bromsgrove
Kidderminster Town Hall
Redditch Town Hall
Kidderminster Town Hall
Pershore Civic Centre
Worcester, County Hall
Redditch Town Hall

REVISED PROJECT TIMETABLE

Date	ISF timetable
March 2012	Set up Model and undertake Baseline Analysis Work up Clinical Models
April 2012	Work up of Clinical Models
May 2012	Finalise Clinical Models and Case for Change
June 2012	4 weeks Public Engagement on Clinical Models
July 2012	Appraisal of Long List – Non financial and financial Short list agreed
August / September 2012	Second phase pre-consultation public engagement
October 2012	NCAT Review and report
November 2012	Public Consultation starts
December 2012	Public Consultation
January 2013	Public Consultation
February 2013	Public Consultation completes
March 2013	ISF Approval of Service Reconfiguration.

GOVERNANCE, ACCOUNTABILITY AND DECISION MAKING



Worcestershire **NHS** Worcestershire Health and Care **NHS** Worcestershire

Finding out more

You can also find out more online at
www.worcestershirehealth.nhs.uk/joint-services-review

Twitter [@worcshsistr](https://twitter.com/worcshsistr) Facebook facebook.com/worcshsistr

Working together to ensure high-quality, safe and affordable health services in Worcestershire

Worcestershire **NHS** Worcestershire Health and Care **NHS** Worcestershire

What happens next

- Early engagement phase completes**
- Responses to commissioners for refinement of Appraisal process
- Non Financial and Financial Appraisal
- Ranked Long list of Options to Steering Group
- Short List of Options agreed
- Detailed modelling and analytics to fully assess implications of each short listed option
- Further public engagement
- Responses feed into the preparation of the Outline Business Case
- Preparation for Formal Public Consultation in Autumn



OVERVIEW AND SCRUTINY TOPIC PROPOSAL

Name of Proposer: Councillor Steve Colella

Tel No: _____ **Email: s.colella@bromsgrove.gov.uk**

Date: 4th July 2012

Title of Proposed Topic:	Local Strategic Partnership (LSP)
Specific subject areas to be investigated:	<p>There are a number of key areas to review as part of an investigation of the Bromsgrove Partnership, the LSP in Bromsgrove:</p> <ol style="list-style-type: none"> 1) To examine the Bromsgrove Partnership in order to clarify: <ul style="list-style-type: none"> • how the Bromsgrove Partnership operates; • which organisations are represented on the Bromsgrove Partnership; • the specific roles and responsibilities of each of the partner organisations; • the communication channels used to communicate the work of the Bromsgrove Partnership; • what sub-groups exist and what the roles are of these sub-groups; • what achievements have been made to date by the partnership (the outcomes). 2) To review Bromsgrove District Council's contribution to the Bromsgrove Partnership and to compare this with the contribution made by other partner organisations. 3) To examine the potential implications of disbanding the LSP. This would include: <ul style="list-style-type: none"> • the implications for delivery of public services; and • the implications for strategic plans for the district. 4) To determine to what extent Bromsgrove District Council is achieving value for money (Vfm) through participation in the partnership.

Please return completed forms to: Committee Section,
Legal, Equalities and Democratic Services, Bromsgrove District Council
Email: scrutiny@bromsgrove.gov.uk

	<p>5) To identify any areas for improvement.</p> <p>6) To suggest suitable performance monitoring arrangements for future years.</p>
Reasons why this subject should be considered:	<p>Bromsgrove District Council is a member of the Bromsgrove Partnership. However, many elected Members are not familiar with the role of the partnership, the responsibilities of the different partner organisations, the financial costs involved in operating the partnership or the achievements of the body. A review of this subject would help to develop Members' awareness of the partnership.</p> <p>In addition, the partnership has the potential to influence the strategic direction of developments in the district. It is important, therefore, to ensure that the work of the partnership is transparent and is held to account. A Task Group investigation completed by scrutiny Members could achieve these objectives.</p>
Evidence to support the need for this particular investigation:	<p>The Bromsgrove Partnership has never been scrutinised.</p> <p>A review of this subject would be timely as it would help to ensure that best use is being made of resources in a similar manner to the current transformation agenda that is in place for other public services.</p>
Council priorities it links to:	Value for money (vfm).
Possible key outcomes: (i.e. what do you anticipate could be achieved?)	<p>The subject is a service which may be identified as a core topic for scrutiny to monitor either annually or bi-annually.</p> <p>A review of this subject could help to highlight the achievements of partnership working to date as well as areas where improvements could be made if considered necessary.</p>

Please indicate if any of the following apply to the proposed subject area:

CRITERIA	NO	YES	Why?
Is it a priority issue for the Council or the Local Strategic Partnership?		X	Both the Council and LSP.
Is it an important issue for local residents?		X	A review of this subject would have implications for service delivery, for achieving vfm and for budget management.
Is it a topic where Overview and Scrutiny could feasibly and constructively make recommendations?		X	The topic meets the remit of the Board's Terms of reference. Local authorities in other parts of the country have reviewed their LSPs, which suggests this review would be feasible.
Is it a topic where external review would be helpful?		?	This is difficult to determine. It might be useful to consider the experiences of similar partnership arrangements at other authorities.
Is it a topic where a review could be made in time to make recommendations for the executive decision making process?		X	Recommendations could be made to the Cabinet.
Is it a poorly performing service?		?	This is difficult to answer until a review has been completed.
Is it a review that could render significant savings or value for money?		?	This is difficult to answer until a review has been completed, though one of the aims would be to assess whether the current arrangements represent vfm.
Is the topic strategic in scope?		X	Yes

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Bromsgrove Partnership
Your District Your Future

Bromsgrove Partnership **Annual Report**

2011/2012

Bromsgrove
Your District Your Future
Partnership



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Introduction

Welcome to the 2011/12 annual report of the Bromsgrove Partnership which provides an overview of activities and achievements over the last twelve months.

In 2011, we reviewed our vision, priorities and structure and a new single Sustainable Community Strategy (SCS) for Worcestershire was also published. The SCS contains a chapter for Bromsgrove District which includes the Bromsgrove Partnership priorities which are: Economic Growth; Balanced Communities; and Better Environment.

The Trunk, our Areas of Highest Need Project, is going from strength to strength and I would particularly like to thank Debbie Roberts from EPIC, our project co-ordinator, for her continued hard work and commitment. However, we must not become complacent so over the past year, we have focussed on sustainability to ensure the longevity of the project.

All partners have worked hard together to deliver on our priorities and add value. Often partnership working is complex but by working in a more joined up way, we are better able to meet the needs of the local communities we serve.

We are all working in a difficult financial climate and with further reductions in resources still to come, as well as organisational changes, strong partnership working is even more crucial.

I would like to take this opportunity to thank all members of the Bromsgrove Partnership, on the Board and on its Theme Groups, who have contributed their valuable time and effort over the past year to help make a difference.

Roger Hollingworth
Chair of the Bromsgrove Partnership Board
and Leader of the District Council



Background

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What is the Bromsgrove Partnership?

The Bromsgrove Partnership is the Local Strategic Partnership (LSP) for our District which brings together different organisations from the public, private, voluntary and community sectors.

What does the Bromsgrove Partnership do?

Instead of each organisation working in isolation, Bromsgrove Partnership provides a forum for local organisations to come together and address issues that are important to those living, working and visiting Bromsgrove District in a more effective and cohesive way.

What is a Sustainable Community Strategy (SCS)?

A Sustainable Community Strategy (SCS) sets out the overall strategic direction and long-term vision for the economic, social and environmental well-being of the local area and Local Strategic Partnerships (LSP) are tasked with delivering it. The aim is to provide a co-ordinated approach to address issues that matter to local people and improve the quality of life for everyone.

Is there an SCS for Bromsgrove District?

In September 2010, the Worcestershire Partnership (the LSP for the County), in consultation with the District LSPs (including the Bromsgrove Partnership), decided there should be a new single countywide SCS for Worcestershire. This was published in November 2011 and it contains a chapter for Bromsgrove District which includes the Bromsgrove Partnership's vision and priorities. A copy of the SCS can be viewed using the following link: www.bromsgrove.gov.uk/lsp.

What are the Bromsgrove Partnership's Vision and Priorities?

In June 2011, the Bromsgrove Partnership reviewed its vision and priorities. Its revised vision and three priorities are shown in the diagram on the next page.

How is the Bromsgrove Partnership structured?

At the same time as reviewing its priorities, the Bromsgrove Partnership reviewed its structure to ensure it was fit for purpose. As shown in the diagram over the page, there is one Board and in 2011, the number of Theme Groups was reduced to four. The Board membership in 2011/12 is shown below.

- | | |
|---|---|
| <ul style="list-style-type: none">• Bromsgrove District Council• Bromsgrove and Redditch Network (BARN)• Bromsgrove District Housing Trust (BDHT)• NHS Worcestershire• North East Worcestershire (NEW) College• Small and Medium Business Representative | <ul style="list-style-type: none">• West Mercia Police• West Mercia Police Authority• Worcestershire County Council• Parish Councils (County Association of Local Councils (CALC))• Act on Energy |
|---|---|

Many more partners are engaged as members of the Theme Groups.

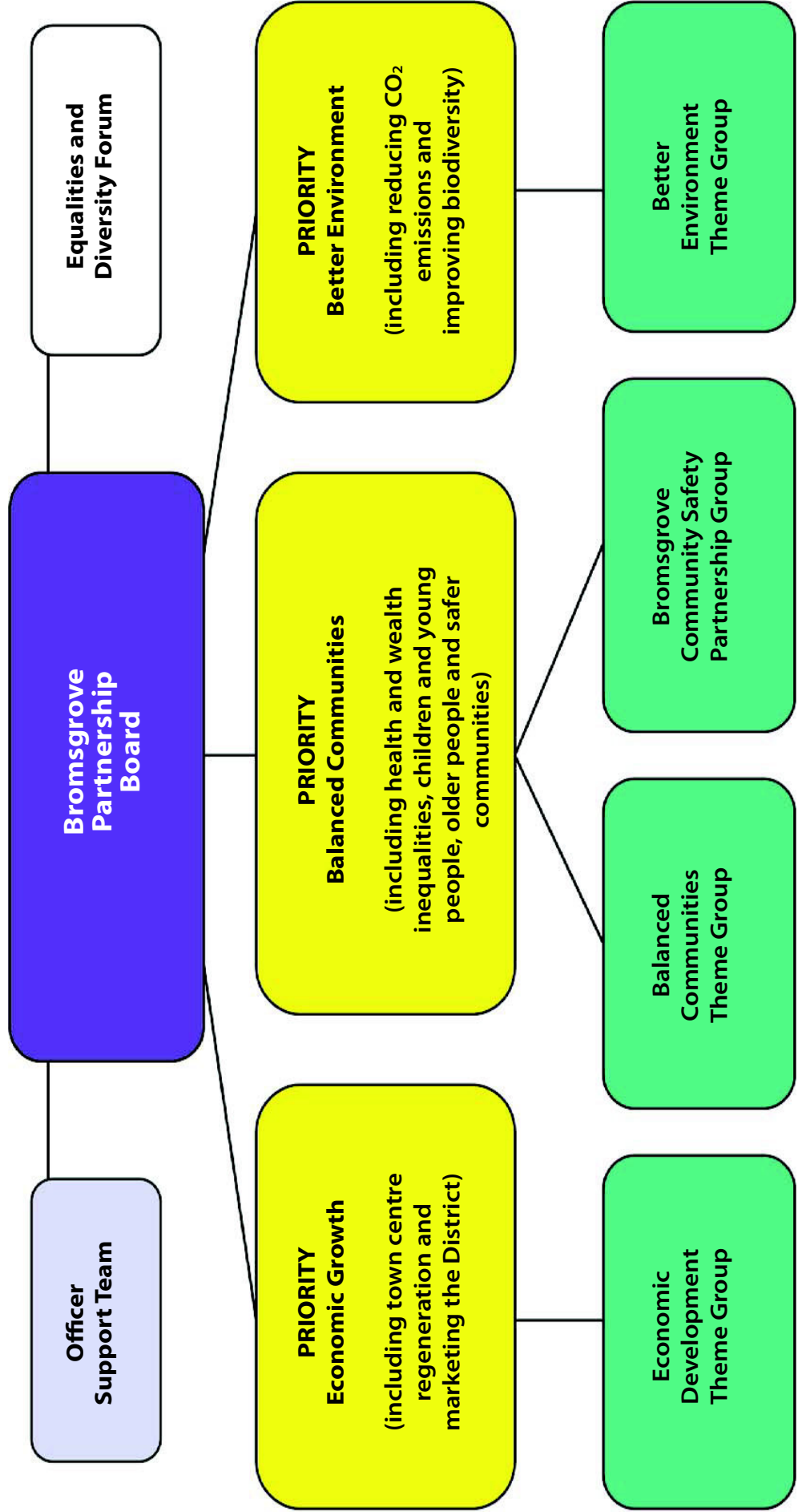


Background

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Structure of the Bromsgrove Partnership in 2011/12

Our Vision: “We will make Bromsgrove District the place to live, do business and to visit” .





Due to the economic climate, the **Economic Development Theme Group** was reviewed in 2011 to ensure it was fit for purpose going forward. It is chaired by and includes private sector representatives and its focus is to oversee the town centre regeneration, successful marketing of the District and to encourage business growth.

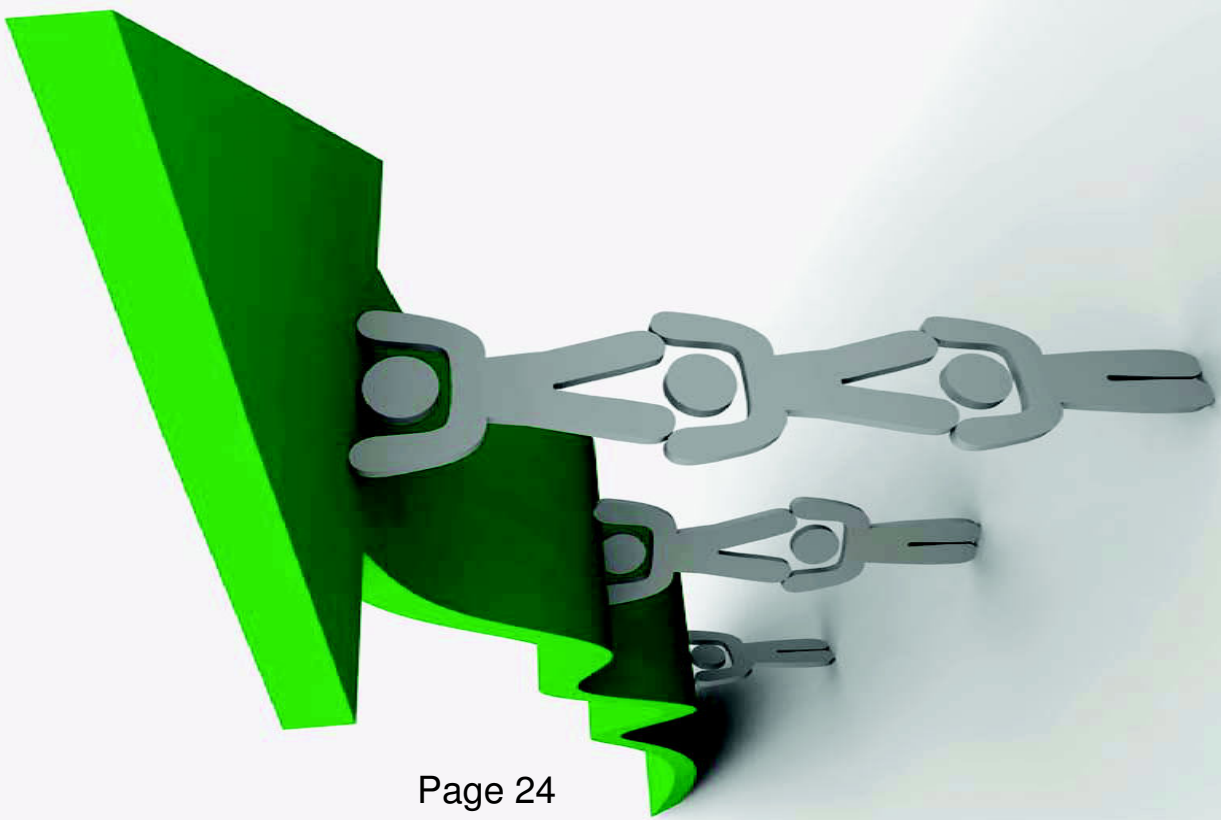
With regards to the town centre regeneration, during the past year indicative site plans for some strategic sites have been drawn up by appointed planning architects and these sites have been marketed. Developers have shown significant interest in all the sites and there have been discussions regarding possible schemes, some of which involve leading retailers. Planning permission was granted for the proposed **Sainsbury's development** and the new combined **Police and Fire Station**, and local residents were invited to various consultation events earlier this year to have their say on the **improved public realm design**.



Feedback has been incorporated into the final design.

A **Bromsgrove Traffic and Parking Management Study**, commissioned by Worcestershire County Council, was undertaken and information from it is starting to emerge. This will, amongst other things, identify traffic bottlenecks and junction capacity issues and suggest where improvements to the road network are needed.

A funding proposal for the new **improved Bromsgrove Train Station** has been agreed in principle with Department for Transport (DfT) and whilst there are a number of outstanding design issues that the rail authorities need to resolve, discussions have commenced with Council officers regarding the layout and future management of the car park. Following public consultation, and subject to planning permission being granted, it is anticipated that the station will open in 2015.

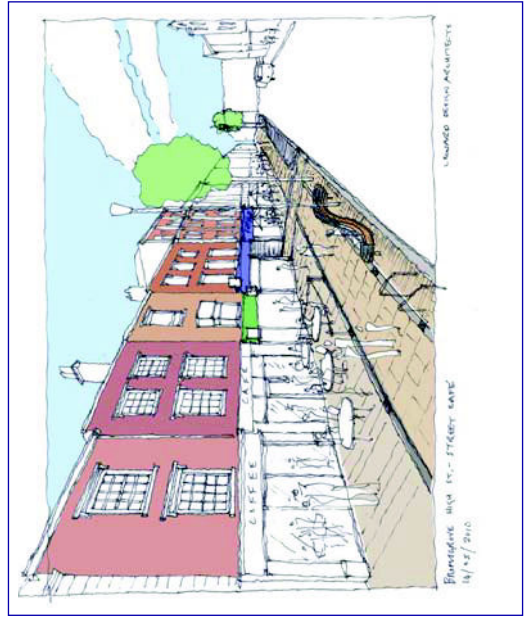


Following the success of the Theme Group obtaining £20,000 from Bromsgrove District Council to launch a marketing campaign, an expenditure plan was approved and a new 'Building a Better Bromsgrove' website has been developed to promote inward investment into the District. The branding, site map, wire frame and test site were completed and the website went live in July 2012.



The Theme Group includes representation from Worcestershire Local Enterprise Partnership (LEP), Greater Birmingham and Solihull LEP and the North Worcestershire Economic Development and Regeneration Team. The North Worcestershire Economic Development and Regeneration Team have supported business growth in Bromsgrove through activity to help grow the business base - helping new businesses to be established, existing businesses to expand and creating the conditions for new and indigenous investment. New businesses are able to access free start up advice tailored to their individual needs and a £750 grant. In the past year, **31 grants to new businesses** were awarded and training provided to many more. To help existing businesses to expand and grow, **business booster grants have been provided to 5 companies** over the past year as well as sign-posting businesses to a range of business support services to help them access new markets.

To attract inward investment and provide the infrastructure for existing firms to grow, activity has been undertaken to bring forward strategic regeneration sites as well as participation in the Worcestershire Property Service; a commercial property finding service that is a key tool in attracting inward investment. Partnership activities have also been undertaken with both LEPs to secure funding for further business support activities in the coming years.



Balanced Communities

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Under the 'Balanced Communities' priority, there is the Balanced Communities Theme Group and the Bromsgrove Community Safety Partnership.

The **Balanced Communities Theme Group** was established a year ago and combines the former Children and Young People Theme Group and the Health and Wellbeing Theme Group.

In relation to health, the Theme Group supports local efforts to **promote healthy lifestyles** amongst local residents. Priority areas for the group include reducing alcohol misuse and smoking, encouraging people to adopt a healthy diet and take plenty of exercise, improving

perceptions of mental health issues and, due to the ageing population, addressing the needs of older people in particular. With regards to children and young people, the Theme Group has been working towards becoming officially recognised as the **Bromsgrove District's Local Children's Trust** (LCT). It is expected that the LCT will play a key role in advising and supporting local commissioners who will be deciding how funding for delivering positive activities for children and young people should be spent in the District in the future.



During this year, local businesses have been encouraged to sign up to the **Worcestershire Works Well** scheme, designed to enable local businesses to improve the health and wellbeing of their workforce. The Bromsgrove and Redditch Network (BARN) was one of the first organisations in the county to achieve level 1 status. Other partners who have signed up include Bromsgrove District Council, Bromsgrove District Housing Trust (BDHT) and Oakland International Ltd.



Balanced Communities

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Health Chats training has been delivered to a number of organisations across Worcestershire including NEW College, Bromsgrove District Housing Trust (BDHT), Worcestershire County Council's Adult and Community Services, Homestart, Foster Care Association and Stroke Association. The training is part of the national **Every Contact Counts programme**, encouraging wider dissemination of healthy lifestyle messages to the public. **Healthy eating training** has also been developed to ensure front line staff are passing on consistent evidence based messages about eating a healthy diet. Several courses have run across Worcestershire, and from Bromsgrove District, staff from Children's Centres, The Trunk and the Basement Project have attended the course.



An Older People's Subgroup has been established to focus efforts on addressing the needs of **older people**. Priorities for the group include local implementation of the countywide falls strategy and the promotion of healthy nutrition in older people. **Postural Stability** has maintained a steady stream of referrals and courses have been delivered all across the District, with very positive results. Older men's exercise classes have been piloted with a positive response, with plans to develop across the locality.

Sport England's Active People Survey highlighted Bromsgrove District as the most active in the County and had shown the 10th biggest increase nationally. July 2011 saw another successful **High 5 Event** at Sanders Park for promoting local groups, sports clubs and community organisations. Around 2000 residents attended to enjoy demonstrations, displays, workshops and taster sessions. The **2011 Bromsgrove District Sports Awards** evening was also a great success, highlighting outstanding performance, dedicated coaches and volunteers and school sport.

A successful **programme of sports and activities** was delivered over the summer across Bromsgrove District by the Sports Development team including Gymnastics, Athletics and free Activity Sessions in local parks. The activities were extremely well received, many of them being fully booked. Other activities to date include our bi-annual Multi Skills Festival, School Sport Games and School Festivals as well as other successful community sessions and projects.

HIGH 5

Balanced Communities

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Multi award winning 'Keep on Moving' for adults with disabilities has been sustained and continues to thrive. The Sunshine Festival, the popular sports club event, was well attended. The **Bromsgrove Boars Boccia Club** was selected as a preferred club for the Playground to Podium Paralympic pathway and awarded a grant from Boccia England. **Bromsgrove Hotshots Wheelchair Basketball Club** achieved 27 members and was awarded funding from the Wheelchair Basketball Association following the successful affiliation to a competitive league. They are now applying for clubmark accreditation. New **specialised trike bikes** were launched in Spring last year and were so successful, they were made available to hire through the winter from the Ryland Centre.

Earlier this year Bromsgrove Partnership obtained its share of £250,000 from the Redditch and Bromsgrove Clinical Commissioning Group (CCG) to fund various health related initiatives across both Bromsgrove and Redditch. The Theme Group will be overseeing the implementation of the Bromsgrove District projects over the next 12 months. The **Healthy Horizons Activity Referral Programme** has been successfully sustained at the Dolphin Centre with additional funding from the CCG to sustain gym membership. Also through the Dolphin Centre, Wychavon Leisure Trust have been piloting a **Drug and Alcohol Referral Programme** in Bromsgrove District.

Bromsgrove Community Safety Partnership (CSP) is responsible for ensuring that local communities are safe and feel safe. During 2011/12 the Partnership's priorities were focused around three key themes: Secure Homes, Safer Streets and Places, and Protecting Communities. Under these themes the CSP supported and delivered initiatives to tackle dwelling burglary, youth related anti-social behaviour, domestic violence, and town centre disorder.

At **crime prevention events** held in Bromsgrove and Rubery in November 2011, the CSP launched the **Home Security Initiative** aimed at residents who wanted to protect their homes from burglary. A **comprehensive home security guide** was produced to assist those residents who wanted to make home security improvements themselves and the guide has already been accessed by over 700 households through the internet, local libraries and neighbourhood watch groups. In addition, further support is available for those residents who need it, as officers in the District Council's Community Safety Team have been trained to carry out home security assessments.



Balanced Communities

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Under the Secure Homes theme, the CSP also conducted a three month study to establish the benefits of using **forensic property marking solutions on valuables** within the home to increase the chance of stolen items being returned to their owners following domestic burglaries. This study involved products being tested by over 100 households, including every victim of a burglary within the three month study period. The results were positive and will be used to develop a strategy for the wider availability of the product to residents across the District.

Throughout 2011/12 over 250 young people accessed additional positive activities which were funded and supported by the CSP. These included **angling sessions**, for pupils identified as needing support to improve their concentration and attention levels, and **table football events** at Sanders Park for all young people, which also provided an opportunity to promote other youth services available. Using an allocation from the Health Improvement Fund, a 10 week **urban arts project** was delivered in Catshill by the TRUNK which gave young people the opportunity to explore health issues that affect them through the medium of urban music, fashion and art. The Urban Art Project also marked the reopening of the Catshill Youth Centre.

Town Centre disorder was tackled by re-branding and re-launching the **Bromsgrove Against Night-Time Disorder (BAND) and PubWatch initiative**. This initiative brings together landlords from Bromsgrove High Street premises, working in partnership with the Police, District Council and each other to keep troublesome and violent people out of their establishments and out of the town centre. The initiative works by sharing intelligence to enforce a 'banned from one, banned from all' policy, using radios linked through the Council's CCTV monitoring centre to quickly identify and take action against troublesome individuals.

Other work undertaken by the CSP includes **CCTV improvements in Sanders Park**, and the delivery of the two day 'Freedom Programme for Professionals' to increase the skills and confidence of local professionals to identify and **support victims of domestic abuse** within the community.

Latest iQuanta data shows that **total crime has decreased in the District** over the past year and there has been a 25% reduction in domestic burglary. Crime and disorder linked to night time economy has also decreased substantially with 26% fewer offences in 2011/12 compared to the previous year. Reductions in recorded domestic abuse and offences related to graffiti have also been seen.





The **Better Environment Theme Group** continues to focus on its key priority area of **addressing Climate Change and its associated issues**.

Each year data is produced to show the CO2 levels across the District. The data is broken down by sector and the latest data set is shown in the table.

The latest data released from the Department of Energy and Climate

Change show that **emissions across all sectors have decreased** with per capita emissions figure of 8.8 tonnes of CO2. This overall decrease is predominantly due to the UK economic climate.

To help address the Theme Group's key priority the following actions have taken place:

- Implementation of a **free insulation scheme** for private sector and private rented housing. This scheme is ongoing and will run until the end on 2012.
- Working with partners across the County through **Warmer Worcestershire** to ensure delivery of **Cold Weather Plans** and to ensure information is accessible to local residents. This has included the production of thermocards, training to front line staff and home visits to vulnerable households.

LA Region Name	Year	Industry and Commercial	Domestic	Road Transport	LULUCF*	Total	Population ('000s, mid-year estimate)	Per Capita Emissions (t)
Bromsgrove	2005	153	247	494	8	902	91	9.9
Bromsgrove	2006	162	250	494	7	913	92	10.0
Bromsgrove	2007	156	243	494	7	900	92	9.7
Bromsgrove	2008	156	241	477	7	882	93	9.5
Bromsgrove	2009	134	217	462	7	820	93	8.8





- Partners are actively involved with the implementation of the Government's new flagship policy, the **Green Deal**, at both a Worcestershire and ultimately a Bromsgrove District level, to ensure that both householders and local businesses can access and benefit from the new policy.
- To help address issues of biodiversity across the District, members of the Bromsgrove Partnership's Better Environment Theme Group have been involved with the **countywide plan to become a Local Nature Partnership** to ensure that partners work together to protect and enhance the natural environment.
- The Council has installed 141 Photo Voltaic (PV) panels on the Depot that have a generating capacity up to 33.84KWp.
- Across the District, there have been a further **368 installations of PV panels**, 362 of which were installed on Bromsgrove homes.
- Partners have organised various events throughout the District which have helped to promote energy efficiency/saving, climate change, waste reduction etc. These have included electric blanket testing events, dedicated energy advice surgeries, community action days at Charford, community street theatre events, tenant events and landlord forums.
- The waste team at Bromsgrove District Council has continued to promote its key areas of concern, including recycling, and in doing so has maintained its **high recycling rate of 37%** over the past year. It has also continued its rolling promotion campaign which includes: fly tipping; dog fouling; and food waste.



Areas of Highest Need Project - The Trunk 12



There has been a significant development and growth in the range of services delivered from **The Trunk** over the last twelve months which is helping to ensure the sustainability of this project.

EPIC is a Community Interest Company which was commissioned by Bromsgrove Partnership in 2009 to run and deliver services from The Trunk for residents of Charford and Sidemoor primarily, and in 2010, the outreach programme was extended to include Catshill.

The centre is split into: **The Trunk**, a community resource; Club Youth, offering youth services in Charford; and the Starlight Café, which is the base for a UKONLINE centre to provide access to the internet and offer training and work placement opportunities for local people.

This year EPIC has gained two further contracts with Worcestershire County Council to deliver a **reablement service around mental health** and also a **short breaks service for disabled children and their families**. Both projects are progressing well and have expanded service delivery to different client groups. Funding was also received from Worcestershire County Council to start a **'More than Meals' project** in Charford where we will be running a weekly lunch club for older people and using a team of trained volunteers to deliver fresh hot meals to isolated older residents.



Areas of Highest Need Project - The Trunk

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There has been an **expansion of agencies delivering their services** from **The Trunk** and this includes CAB, NHS Worcestershire, Job Centre Plus, West Mercia Probation Trust and NEW College, to name a few. Over the past year there have been closer working relationships with agencies supporting people with **drug and alcohol issues** and there has also been additional support for people to gain **skills leading to employment**.

We have further developed our work with young people over the last year, particularly in Catshill, and the young people have enjoyed a **youth residential experience** which developed their confidence enormously and was very well received.

EPIC and the **Starlight Café**, which opened in March 2011, have expanded the range of **volunteering opportunities** offered to local people. There are now 20 regular volunteers attending as well as people completing their community payback hours through Probation. The work with HMP Hewell continues to expand to offer community experience to prisoners prior to their release.

EPIC has taken over the management of the **Sidemoor Healthy Eating Development (SHED)**, which is focused upon a piece of land in Perryfields. Local community members now have their own allotment plots and attend healthy eating workshops. Future plans include the development of a **'Health Hub'** for Sidemoor offering community members access to cookery classes, exercise groups and healthy lifestyle options.



Looking to the Future

14

Our Vision:

"We will make Bromsgrove District the place to live, do business and to visit."

Our Priorities:

● **Economic Growth**

(including the town centre regeneration, marketing the District and encouraging business growth)

● **Balanced Communities**

(including addressing health and wealth inequalities, the needs of older people, children and young people, crime and anti-social behaviour)

● **Better Environment**

(including reducing CO2 emissions and improving biodiversity)

There are challenging times ahead for everyone but the Bromsgrove Partnership is ready to adapt to the ever changing environment it finds itself in.

Partnership working is not often straightforward, however, it is only by working together that we can truly meet the existing and future needs and aspirations of our local communities, in the most effective and efficient way. We will continue to review our working arrangements to make sure we are in the best position to fulfil our aims.

The Bromsgrove Partnership is committed to making its vision for the District a reality and it will aim to overcome any barriers it encounters whilst striving towards making Bromsgrove District the place to live, do business and to visit.

If you would like any further information, please contact:

**Della McCarthy, Bromsgrove Partnership Manager, on 01527 881618
or email d.mccarthy@bromsgroveandredditch.gov.uk**



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BRIEFING NOTE – Bromsgrove District Housing Trust (BDHT) Disposal of Stock and details of any Claw Back Clause

Overview and Scrutiny Board 10th September 2012

At the Bromsgrove District Council's Overview and Scrutiny Board held on 23rd April 2012 Members' requested the following:

“Officers to provide the Board with details of any disposal of stock that has taken place by BDHT and details of any claw back clause still in existence from BDHT.”

In response Officers can advise Members as follows:

1) Details of any stock disposal which has taken place.

To date, BDHT have disposed of four properties, with a further three approved/agreed following consultation with Bromsgrove District Council.

Two properties were sold in Clent and Belbroughton approximately 3 years ago. BDHT considered these properties to be 'exempt disposals'. The Council was concerned at the loss of rural units and challenged BDHT as to whether the dwellings were in fact 'exempt disposals'. As a result BDHT cancelled plans to market any further dwellings that they had identified at the time as requiring high levels of modernisation investment and a set of ground rules was established for BDHT to follow with regard to disposals to ensure full conformity with the terms and obligations set out in the Transfer Agreement with the intention of securing a stronger strategic partnership between the two organisations.

In February 2011, the Department for Communities and Local Government (DCLG) and Homes and Communities Agency (HCA) published an *Affordable Homes Programme Framework* setting out a new approach to the way that social housing was to be delivered from April 2011. The Affordable Homes Programme sought offers from Registered Providers (RPs) (formerly known as Registered Social Landlords (RSLs), e.g. BDHT, West Mercia Housing etc) to work with the HCA to deliver a new supply of affordable housing over the next four years - 2011 to 2015. This placed increasing pressure on RP's to dispose of dwellings to supplement the reducing government grant available for the development of new affordable housing. Alongside a flexibility for RP's to capitalise upon an increased rental stream, the new delivery model sought a competitive bid from RP's who use the new flexibilities on the use of existing assets to generate additional financial capacity to support new supply. There were therefore three broad funding streams:

- Additional borrowing capacity by conversion of Social Rent units to Affordable Rent.
- Cross subsidy through surpluses, outright sale, shared ownership sales, recycled grant and stock disposals.
- Free or discounted land, HCA Grant funding (but only where required to make a development viable).

The assumption was that the most competitive bids made by RP's would effectively combine these funding streams.

Therefore in April 2011 the Council's Cabinet considered a report that provided an overview of *The Proposed BDHT / West Mercia bid to the Homes and Communities Agency (HCA) for development grant funding for the programme period 2011 – 2015*. This report set out how the Council's Principal Preferred Partners (BDHT and West Mercia Housing) were proposing to respond to the Government's new framework for the delivery of affordable housing for the next 4 years including the financial contributions from the sources recommended in the guidance that included outright sale, shared ownership sales, recycled grant and stock disposals.

In order for the Council to give its full commitment to the principles of the proposed bid, Members were asked to agree to the sensitive elements of the bid which included the proposal that in order to raise sufficient funding to support the development bid, BDHT would have to dispose of between 15 – 20 dwellings over the period of the programme.

The report made it clear that in committing to the principles of the bid, Members would be agreeing to the full capital receipt from the proposed stock disposals being strategically invested in the development of new affordable housing provision on the basis of any proportion of the capital receipt that would be due to the Council being waived as a Council contribution towards the development bid.

It was resolved at the Cabinet meeting on 6th April 2011 that the content and principles of the BDHT bid to the HCA as outlined in the report be approved subject to it being made clear to BDHT that there was a requirement for improved communication with the Council's Chief Executive in respect of approval of proposed disposals, in order to ensure that no unreasonable concentration or pattern of disposals occurs in any particular rural area or other part of the District.

In October 2011, the outcome of the bid to the HCA to fund 250 dwellings resulted in a much reduced programme of 57 dwellings. The scaled down programme will therefore require the support of a reduced number of six disposals and to date, the Chief Executive Officer has only been asked to approve the first and second tranche of disposals relating to the following:

List 1 Properties (Sept 2011):	Sold – Yes or No	Comments
32 Kings Meadow, Clent	Yes – January 2012	
16 Shawhurst Lane, Hollywood	No	Property now re-let as social housing tenancy.
87 Waverley Crescent, Romsley	No	Property now re-let as social housing tenancy.
94 Stourbridge Road, Bromsgrove	Yes – March 2012	

List 2 Properties (August 2012):	Sold – Yes or No	Comments
57 Woodgate Way, Belbroughton	Expected to be sold September 2012.	
8 Lyttleton Place, Hagley	No	Tenant is moving out September at which point BDHT will assess its suitability.
11 Yew Tree Avenue, Belbroughton	No	Property recently vacated and with estate agent.

2) Details of Claw back clause still in existence through BDHT

The Large Scale Voluntary Transfer (LSVT) agreement governing the transfer of the former Council housing stock to BDHT back in 2004 required BDHT not to dispose of any part of the LSVT properties within 30 years without:

- 1) Giving the Council 14 days notice in writing of its intention to make a disposal, and
- 2) Accounting for and giving the Council a claw back sum which is calculated as 50% of the price received from the disposal, less some specified amounts which included what they originally paid the Council for the property and disposal fees etc.

The Transfer Agreement sets out a list of 14 specific circumstances where this obligation would not apply, called 'Exempt Disposals'. This list includes circumstance like the tenants Right To Acquire (a separate claw back applied for a specific period), where compulsory purchase orders apply, where land is needed for highways or utility services and in cases where special consent is received because there is an express direction of a Security Trustee or Mortgagee for the RSL to dispose of a dwelling or where the Council has agreed to a disposal to enable the RSL to trade out of any materially adverse financial difficulty.

Within this list of 'Exempt Disposals' is the circumstance where the Council and the RP work together strategically and it can be demonstrated that the net proceeds from a disposal would be entirely invested in a specific social housing development to meet the needs identified within the Council's approved housing strategy. Therefore where this occurs the net proceeds that would otherwise go to the Council and the RP are used to subsidise the development of new or additional affordable housing. This is becoming increasingly important as Government Social Housing Grant is becoming significantly reduced and less available.

The provision for the Council to receive capital receipts from any Right to Buy sales ended in March 2009.

3) Details of BDHT's new Development Programme to 2017.

In July 2012, BDHT approached the Council again in relation to a proposed Development Programme and Strategic Asset Disposal Strategy to 2017. Details of this are due to be presented at the 5th September 2012 Cabinet meeting. This report outlines further plans for the disposal of up to 30 units of accommodation to fund further housing development.

Although 30 properties will be disposed of, 200 properties will be built, resulting in a net gain of 170 affordable properties within the District.

Angie Heighway
Head of Community Services

Matthew Bough
Housing Strategy & Enabling Team Leader

28th August 2012

Elected Member

BRIEFING NOTE

To: Overview and Scrutiny
 Committee

From: Bev Houghton
 Dept: Community Safety
 Contact Info: 01527 881472

CC: Cllr Margaret Sherrey – Portfolio Holder for Community Safety
 Sue Hanley – Chair of North Worcestershire CSP & Deputy Chief Executive
 Judith Willis – (Acting) Head of Community Services

SUBJECT	North Worcestershire Community Safety Partnership
DATE	10 th September 2012
PURPOSE	To provide an update on the progress of the recently merged North Worcestershire Community Safety Partnership.

BACKGROUND

In March 2011, the Worcestershire Safer Communities Board (SCB) established a Task and Finish group to undertake a review of Worcestershire’s Community Safety Partnerships (CSPs) future structural arrangements. The review was commissioned in response to a number of factors impacting on the community safety landscape. Reducing budgets and changing government priorities would place severe pressure on public finances and partners also highlighted logistical difficulties in servicing the number of community safety meetings and activities taking place. The review was undertaken to mitigate the impact of these factors on future partnership working.

As part of the review senior representatives of the Responsible Authorities, co-operating partners and key stakeholders for each CSP were interviewed to establish their opinions on the current and potential future working arrangements in Worcestershire. The interviews were undertaken by an Inspector from West Mercia Police who was independent of the established community safety arrangements.

In November 2011 following a full options appraisal and formal agreement by the relevant Responsible Authorities, the three district CSPs agreed to merge to create a single North Worcestershire CSP.

CURRENT POSITION

The North Worcestershire CSP currently operates under shadow arrangements whilst a formal application to merge is being prepared for submission to the Home Office. A small task and finish group was established to work up proposals for the practical working arrangements for the new partnership and draft terms of reference culminating in the first meeting of the newly established group on the 3rd July 2012.

Whilst the draft terms of reference have yet to be formally adopted by group, the following key principles have been agreed.

Membership

The following organisations are members of the North Worcestershire CSP:

- Bromsgrove District Council (Responsible Authority, RA)
- Redditch Borough Council (RA)
- Wyre Forest District Council (RA)
- Worcestershire County Council (RA)
- West Mercia Police (RA)
- Worcestershire Primary Care Trust (RA)
- Hereford and Worcester Fire and Rescue Service (RA)
- West Mercia Probation Trust (RA)
- West Mercia Police Authority (RA)
- Hereford and Worcestershire Youth Offending Team (Invitee to Participate, IP)
- Worcestershire DAAT (IP)
- Portfolio Holder for Community Safety for Bromsgrove (IP)
- Portfolio Holder for Community Safety for Redditch (IP)
- Portfolio Holder for Community Safety for Wyre Forest (IP)
- Worcestershire Regulatory Service (IP)
- The Chair of Operational Group for Bromsgrove (IP)
- The Chair of Operational Group for Redditch (IP)
- The Chair of Operational Group for Wyre Forest (IP)
- Victim Support (IP)
- Worcestershire VCS Strategic Board (IP)
- Worcestershire County Association of Local Councils (IP)
- Representative of the Magistrates Bench (IP)
- Representative of HM Prison Service, HMP Hewell (IP)

Chair, Vice-Chair and Support Arrangements

Sue Hanley, Deputy Chief Executive of Bromsgrove and Redditch Councils has been elected as Chair of the North Worcestershire CSP and Linda Collis, Director of Community Wellbeing & Environment, Wyre Forest District Council, is Vice Chair. Both positions have a term of two years and will be opened up for re-election at the end of this period.

The District Community Safety Managers across Bromsgrove, Redditch and Wyre Forest (Bev Houghton, Community Safety Manager for Bromsgrove and Redditch Councils and Kathryn Washington, Partnerships Co-ordinator for Wyre Forest District Council) will meet on a monthly basis to co-ordinate the work of the Partnership and support the Chair in agenda setting and fulfilling the responsibilities of the role.

Purpose of the Partnership

The purpose of the North Worcestershire CSP has been agreed as follows: - To provide a strategic and co-operative approach between agencies and communities within North Worcestershire to address local community safety issues and achieve the Partnership's Vision of **'Keeping North Worcestershire a safe place to live, work and visit.'**

Partnership Structure

Community safety in Worcestershire is structured in three tiers, each with its own remit and responsibilities but interrelated in order to achieve identified goals and outcomes.

The North Worcestershire CSP is managed strategically by:-

The Worcestershire Safer Communities Board: which provides strategic level leadership and co-ordination of cross cutting community safety activity in Worcestershire.

The North Worcestershire Community Safety Partnership: monitors and evaluates the implementation of the Community Safety Partnership Plan for the districts of Bromsgrove, Redditch and Wyre Forest. Identifying support required by the Partnership to progress the delivery of the Partnership Plan and linking the work of the CSP to other bodies whenever required. It will also submit bids for external funding to support the delivery of the Community Safety Partnership Plan

The Community Safety Operational Groups in Bromsgrove, Redditch and Wyre Forest report directly to the North Worcestershire CSP and are responsible for delivering the Partnership Plan outcomes identified by the NWCSP. Project Leaders can be appointed by its Chair to head up individual projects as required.

Currently these groups are:-

Bromsgrove Community Safety Management Group
Redditch Community Safety Tasking Group
Wyre Forest Community Safety Management Group
North Worcestershire Hate Incident Partnership
Redditch & Bromsgrove Safeguarding Adults Group

Financial Arrangements

Prior to the merger, each district CSP delegated responsibility for its existing budgets to its respective district operational group. This ensured that funding allocated to individual districts remained solely for the benefit of the local area it had been allocated to.

It is the responsibility of the Chairs of the district Community Safety Operational Groups to regulate and control all finances allocated to the respective district areas prior to the establishment of the NWCSP.

Any community safety grant funding awarded following the formal agreement to merge will be allocated by NWCSP under the agreed terms of reference.

Local Delivery and Representation

Local delivery of Community Safety projects and initiatives falls under the remit of the Community Safety Operational groups. In Bromsgrove, the Community Safety Management Group meets on a monthly basis to monitor and review operational delivery outlined in the Community Safety Delivery Plan. This group is the first point of contact for any local community safety issues or concerns that may require a multi-agency response.

Local representation on the North Worcestershire CSP is fulfilled through three positions. Bromsgrove District Council's Elected Member representative is the Portfolio Holder for Community Safety, Cllr Margaret Sherrey. The Council's Responsible Authority representative is Judith Willis, (Acting) Head of Community Services and the Bromsgrove Community Safety Operational Group is represented by Bev Houghton, Community Safety Manager.

Any local community safety concerns can, in the first instance, be raised with the Bromsgrove Community Safety Management Group

NEXT STEPS

- Draft Terms of Reference to be finalised and agreed by the Partnership
- Formal approval to merge to be sought from the Home Office via an application process
- Development of a communications strategy for North Worcestershire CSP
- Establish links and working arrangements with West Mercia Police & Crime Commissioner via Worcestershire Safer Communities Board and the West Mercia Police & Crime Panel. Bromsgrove District Council's Elected Member representative on the West Mercia Police & Crime Panel is Leader of the Council, Cllr Roger Hollingsworth.

FURTHER INFORMATION

For further information on Bromsgrove Community Safety Management Group, the North Worcestershire CSP or any associated projects or initiatives please contact:-

Chris Santoriello Smith, Senior Community Safety Project Officer – 01527 881485
c.santoriello-smith@bromsgroveandredditch.gov.uk or

Bev Houghton, Community Safety Manager - 01527 881472
bev.houghton@bromsgroveandredditch.gov.uk

AUTHOR

Bev Houghton
Community Safety Manager
01527 881472

OVERVIEW AND SCRUTINY BOARD 10th September 2012

SCRUTINY INVESTIGATION PROPOSAL

Relevant Portfolio Holder	Councillor Margaret Sherrey
Portfolio Holder Consulted	No
Relevant Head of Service for Overview and Scrutiny	Claire Felton – Head of Legal, Equalities and Democratic Services
Wards Affected	All wards
Ward Councillor Consulted	No – not at this stage
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 An Overview and Scrutiny Topic Proposal Form relating to Parish Council involvement in the Bromsgrove Community Safety Partnership, has been completed by a member of the public, Mr. Peter Rowbottom and which the Board needs to consider.

2. RECOMMENDATIONS

- 2.1 That the Board considers the completed proposal form (at Appendix 1), and agrees to one of the following:
- (a) that the topic is included on the work programme and the Board undertakes the investigations, discuss broad terms of reference and set a time scale for completion of the investigation; OR
 - (b) that the topic is included on the work programme and a Task Group is established to undertake a more in-depth investigation, appoint a Chairman for the Task Group and set a time scale for completion of the investigation; OR
 - (c) that further information be requested from a relevant source before deciding whether or not further investigation is required; OR
 - (d) decide to take no further action.

3. KEY ISSUES

Financial Implications

- 3.1 There are no financial implications directly relating to this report, however, if the proposal is accepted, any implications would be considered as part of the subsequent investigation undertaken.

OVERVIEW AND SCRUTINY BOARD 10th September 2012

Legal Implications

- 3.2 There are no legal implications directly relating to this report, however, if the proposal is accepted, any implications would be considered as part of the subsequent investigation undertaken.

Service/Operation Implications

- 3.3 An Overview and Scrutiny Topic Proposal Form relating to Parish Councils involvement in the Bromsgrove Community Safety Partnership has been completed by a member of the public, Mr. Peter Rowbottom, which the Board needs to consider.
- 3.4 If the Board decides that it does wish to investigate this topic further, it then needs to decide whether it is appropriate for the Board itself to undertake the investigation as part of the Planning Investigation currently being carried out or whether a more in-depth investigation is required and a task group established.
- 3.5 Another option is for the Board to request further information on the topic from a relevant source to assist Members to decide whether an investigation is required.
- 3.6 Alternatively, the Board could decide that it is not a topic it wishes to investigate, in which case no further action would be required.

Customer / Equalities and Diversity Implications

- 3.7 N/A

4. RISK MANAGEMENT

- 4.1 N/A

5. APPENDICES

Appendix 1 – Revised Overview and Scrutiny Proposal Form 210812
Appendix 2 – Overview and Scrutiny Proposal Form 160712

6. BACKGROUND PAPERS

None

7. KEY

None

OVERVIEW AND SCRUTINY BOARD 10th September 2012

AUTHOR OF REPORT

Name: Amanda Scarce – Committee Services Officer
E Mail: a.scarce@bromsgroveandredditch.gov.uk
Tel: 01527 881443

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Amanda Scarce

From: Peter Rowbottom [peterrowbottom66@yahoo.co.uk]
Sent: 21 August 2012 09:02
To: BDC Scrutiny@bromsgrove.gov.uk
Subject: PROPOSED TOPIC AMENDMENT
Attachments: img011.jpg

Committee Section
 Legal,Equalities and Democratic Services
 Bromsgrove District Council

NAME OF PROPOSER: PETER ROWBOTTOM
TEL NO: [REDACTED]
E-MAIL: peterrowbottom66@yahoo.co.uk
DATE: 21 AUGUST 2012

Since the proposed topic I submitted to you on 16 July 2012 at 20:36 hours,a residents' petition submitted to the Bromsgrove Community Safety Partnership brought about assurances from Bromsgrove Police,on 1 August 2012,that the shortcomings that formed much of the basis of my topic proposal(i.e.lack of PACT community engagement/consultation)were to be addressed. I have attached a copy of the reply from the Bromsgrove Community Safety Management Group which details that.

Therefore,I hereby **modify** my original topic proposal to concentrate on the specific requirement of **parish councils involvement in the BCSP**,which was also part of my original proposal.

Consequently,I hereby respectfully propose that the following topic be considered by the Overview and Scrutiny Board for further investigation:

TITLE OF PROPOSED TOPIC:

Statutory obligations of the Bromsgrove Community Safety Partnership and all parish councils within the Bromsgrove district to work in partnership under section 17 of the Crime and Disorder Act 1998,particularly under section 5(2)of that act which governs the right of parish councils to be consulted.

SPECIFIC SUBJECT AREAS TO BE INVESTIGATED:

To establish that all parish councils are being consulted as partners under section 5(2),and that all parish councils in turn carry out their own obligations by way of community consultation and engagement,and have published objectives and policies of their own which are available to their local communities by way of their websites or community noticeboards.

REASONS WHY THIS NEEDS TO BE CONSIDERED:

To ensure that the effectiveness of district-wide crime and disorder policies are maximised by the full involvement of parish councils,thus ensuring local solutions to local problems by way of community consultation.

EVIDENCE TO SUPPORT THE NEED FOR THIS PARTICULAR INVESTIGATION:

1. Specific shortcomings in the responsibilities of at least Romsley and Clent Parish Councils,at least under community consultation requirements under the act,whereby those councils have failed to properly represent parishoners views on crime and disorder with local police,thus failing to obtain answers from police(The response of these parish councils is to state that it is up to police whether or not they respond to parishoners issues,when instead,under the act,parish councils should be insisting

on police responses on behalf of their parishoners).

2.No mention of parish council responsibilities under the Crime and Disorder Act 1998 on any parish council websites.

3.No published local parish plans detailing local priorities and planned actions with specific reference to the act.

May I also include in my evidence the joint NACRO/The Countryside Agency report entitled "Section 17 of the Crime and Disorder Act 1998 - a practical guide for parish and town councils",a 24 page document.

This report states,amongst other things,that:

"Parish councils should be fully involved in their local crime and disorder reduction partnerships."

"The Act also ensures that the local authorities and police work with parish councils to seek local solutions to local problems."

"Parish councils need to be fully functional partners and actively engaged."

COUNCIL PRIORITIES IT LINKS TO:

A current council priority is "Sense Of Community and Well Being."

POSSIBLE KEY OUTCOMES:

A clarification that all parish councils are also fully aware of their responsibilities under the Crime and Disorder Act 1998 so that local authority partners at parish,district and county levels can all work closely and effectively with police to reduce crime and disorder.

This can result in a greater potential impact on crime and disorder through increased agency involvement,and the pooling of resources to maximize effectiveness.

Amanda Scarce

From: Bev Houghton
Sent: 15 August 2012 15:16
To: Amanda Scarce
Cc: Chris Santoriello-Smith
Subject: FW: RESIDENTS PACT PETITION

Hi Amanda

Bev Houghton, Community Safety Manager
Redditch - Tel: 01527 534187
Bromsgrove - Tel: 01527 881472
Mobile: 07775 513 346
Secure Email: bev.houghton@redditchbc.gcsx.gov.uk

From: Peter Rowbottom [mailto:peterrowbottom66@yahoo.co.uk]
Sent: 12 August 2012 07:17
To: BDC Community Safety
Subject: RESIDENTS PACT PETITION

dear Chris Santoriello-Smith(Bromsgrove Community Safety Management Group)

thank you for your positive response on behalf of the BCSMG and for discussing the content of the residents' petition at your meeting on 1 August.

Thank you also for clarifying that PACT is a police-led initiative,as PACT is the method chosen by West Mercia Police to carry out their local policing community engagement responsibilities.

(I have been present at all Hagley and Rural PACT meetings from 2008 up to the final one in January 2011; at **no time** did individual concerns overshadow wider community issues;infact any individual concerns were specific examples of the **same wider** community issues e.g.parking, speeding,ASB etc).

I would also like to thank you for the resultant Bromsgrove Police response which includes assurances relating to on-going street surveys(the petition was partly prompted by there not being one for 9 months or so),the consideration of methods of feedback as asked for in the petition(to that end I have asked Hagley Community Association if they can directly link their PACT section into details on the West Mercia Police website),and the rotation of various locations to maximise engagement.It is also perfectly reasonable for there to be no need to re-appoint a PACT chair whilst the absence of PACT public meetings is compensated for by the street surveys(which evidence of feedback shows have been successful).

I will now circulate copies of your response to all signatories of the petition.

I have also copied in Hagley and Rural PACT Panel individual members, Hagley Parish Council as a partner, the Bromsgrove Police Inspector, and the Chief Inspector for Local Policing in North Worcestershire, for their information so everyone is now aware of the situation regarding Hagley and Rural PACT community engagement.

Thank you once again for your co-operation in this matter.

yours sincerely
Peter Rowbottom

From: BDC Community Safety <CommunitySafety@bromsgrove.gov.uk>
To: Peter Rowbottom <peterrowbottom66@yahoo.co.uk>
Sent: Thursday, 9 August 2012, 18:38
Subject: RE: PACT PETITION

Dear Resident

I am writing to you on behalf of the Bromsgrove Community Safety Management Group in response to the petition you signed regarding concerns at the lack of community engagement and feedback via PACT.

PACT is a police-led initiative, Bromsgrove Community Safety Management Group do not organise or have any responsibility for PACT events, however, the information that is collected at PACT events is used to help inform community safety priority setting each year and is also used as an indicator of public concerns.

Therefore, on 1st August 2012, the Bromsgrove Community Safety Management Group met to discuss the concerns raised in the petition. It was noted at the meeting that Bromsgrove Police felt that the PACT meeting format was proving ineffective at engaging with the wider community, due to increasingly low attendance and individual concerns overshadowing wider community issues. In order to address this an alternative form of public engagement has been implemented. Hagley and Rural Local Policing Team now provide the opportunity to engage with the Police through publicised PACT survey events.

The next event is a face to face PACT survey on Wednesday 22nd August 2012, 10:00am at Hagley Village Centre.

In direct response to the points the petition has raised, Bromsgrove Police have informed the Community Safety Management group that:

- There will be no new appointment of a PACT Chair because due to low attendance the PACT meeting format has ceased for the foreseeable future.
- Street Surveys are on-going with the details of the next survey outlined above.
- The results of PACT surveys are published on the West Mercia Police web-site. The Hagley Community Association can link their website to the West Mercia Police PACT webpages should they wish. Other methods of feedback suggested in the petition will be considered by the Hagley and Rural Local Policing Team.
- PACT survey events will be rotated around various locations to maximise engagement with different residents within the local policing area.

If you wish to find out more about PACT events in the Hagley and Rural area please go to www.westmercia.police.uk/localpolicing or contact your local policing team on 101.

Yours sincerely
Chris Santoriello-Smith
Senior Community Safety Officer
On behalf of Bromsgrove Community Safety Management Group
Community Safety Team
Bromsgrove Community Safety Partnership
The Council House
Burcot Lane
Bromsgrove B60 1AA

From: Peter Rowbottom [mailto:peterrowbottom66@yahoo.co.uk]
Sent: 07 July 2012 18:50
To: hagleyandrural.lpt@westmercia.pnn.police.uk; Steven Colella; Chris Scurrrell; Ed=0AMoore;
Hagley Parish Council; BDC Community Safety
Subject: PACT PETITION

To whom it may concern

please find attached a residents' petition calling for a return to full PACT engagement in Hagley and Rural, in contrast to the current lack of public engagement which fails to comply with public bodies' statutory duties and other previous agreements, as explained in the petition.

Thank you.

yours faithfully
Peter Rowbottom

Amanda Scarce

From: Peter Rowbottom [peterrowbottom66@yahoo.co.uk]
Sent: 16 July 2012 20:36
To: BDC Scrutiny@bromsgrove.gov.uk
Subject: Topic Proposal for Overview and Scrutiny Board

Committee Section,
Legal,Equalities and Democratic Services
Bromsgrove District Council

NAME OF PROPOSER: PETER ROWBOTTOM
TEL NO: [REDACTED]
E-MAIL: peterrowbottom66@yahoo.co.uk
DATE: 16 JULY 2012

I hereby respectfully propose that the following topic be considered by the Overview and Scrutiny Board for further investigation:

TITLE OF PROPOSED TOPIC:

Community engagement obligations of the Bromsgrove Community Safety Partnership under its statutory duties under the Crime and Disorder Act 1998,whereby the police and district council are required to work together to implement strategies to reduce crime and associated problems related to crime.

SPECIFIC SUBJECT AREAS TO BE INVESTIGATED:

The level of community engagement with residents via either the formal PACT process or under obligations of the Community Safety Partnership Plan.

REASONS WHY THIS SUBJECT NEEDS TO BE CONSIDERED:

To ensure that the community are fully involved and consulted with,regarding local crime and disorder issues that affect the whole community,and in order to comply with statutory obligations.

EVIDENCE TO SUPPORT THE NEED FOR THIS PARTICULAR INVESTIGATION:

(I note that the current work programme(2012/13)of the Overview and Scrutiny Board includes "continued scrutiny of crime and disorder.")

The Bromsgrove Community Safety Partnership Plan 2008-11 remains the latest plan available on the district council's website so I have used that as evidence,as follows:

1.For all 4 identified priorities(youth-related ASB,Environmental Issues,Acquisitive Crime,Violent Crime),the Community Engagement section lists PACT meetings.

2.The individual section headed "Communication and Community Engagement" mentions the following 4 levels of engagement:

Informing , Consulting , Involving and Collaborating , Empowerment.

Currently,at least in the **Hagley and Rural** area of Bromsgrove district,there are the following **failures** in community engagement:

1.No current PACT chair(since March 2012)as the former chair(a councillor)was obliged to stand down after an insistence from the West Mercia Police Chief Inspector(for Local Policing in North Worcestershire)that the chair must be independent.

2.No PACT meetings have been held since January 2011,and even their supposed replacements **PACT Street Surveys have not been held since October 2011** when they should have been held in February and June 2012.

As a result,PACT priorities for the Hagley and Rural area have remained the same for the **last 9 months**,when every other local policing area within the district consults directly with its residents (and updates its priorities)**every 3-4 months**.

3.No police officer/CSO attendance in person at advertised PACT surgeries during 2012,despite the West Mercia Police website giving the definition of such a surgery as "where local people can have a one-to-one conversation with their local police officer or CSO".

4.No rotation of venues for PACT events(all PACT events in 2012 have been advertised as being held at Romsley Primary School to coincide with Romsley Parish Council meetings).Hagley,Clent and Belbroughton are currently being ignored.The aim of PACT events is to reach the maximum number of residents across the **entire area**.

5.Lack of understanding and appreciation of their responsibilities under the Crime and Disorder Act 1998 of at least 2 parish councils,namely Romsley and Clent,which results in residents raising issues on crime with those parish councils who fail to obtain answers from police.

6.No feedback on previous PACT priorities(from October 2011)to residents via Hagley Village News,the PACT link on the H(agley)C(ommunity)A(ssociation)website,or PACT posters on parish council noticeboards(which was previously agreed with local residents).

A 16-name Hagley residents' petition highlighting these failures and calling for action to remedy the situation was submitted to Hagley and Rural PACT panel members,Bromsgrove Community Safety Partnershipand the West Mercia Police Chief Inspector for Local Policing on 7 July 2012.**This provides evidence of the local public interest.**

COUNCIL PRIORITIES IT LINKS TO:

A current council priority is "Sense Of Community and Well Being."

POSSIBLE KEY OUTCOMES:

1.A full engagement,consultation and communication with local residents,which is the whole aim of the formal PACT process and is the stated aim of the Bromsgrove Community Safety Partnership Plan.

2.A clarification that all parish councils are also fully aware of their responsibilities under the Crime and Disorder Act so that local authority partners at parish,council and county level can all work closely with police to reduce crime and disorder.

yours faithfully
Peter Rowbottom

Blue Badge Car Park Users Survey – July 2012

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Executive Summary

About the Survey and Respondents (see page 6)

- Approximately 1208 surveys were sent out to Blue Badge Holders:
 - 564 recipients were identified from Shopmobility records. It is noted that these people are more likely to already visit the town for shopping.
 - 444 from the pay on foot Blue Badge data base (Smartcard). It is noted that these people are more likely to be existing car park users and already visit the town for shopping.
 - The other 200 recipients were identified through various other organisations with links to people with disabilities.
 - The questionnaire was also available on line and from the Customer Service Centre.
- A total of 474 responses were received - a 39% response rate.
- The majority of respondents (78%) were aged 65+, with a further 18% aged 45-64.

Level of Car Park Use (see pages 8 to 13)

- Most respondents to the survey (94%) stated that they *do* use BDC Car Parks, and 92% said they use Bromsgrove Town Centre for shopping. Other than shopping, the most common reason for parking in Bromsgrove Town Centre was to go to the bank.
- The frequency of visits to the town is quite high with almost half of respondents stating that they visit several times a week and a further third stating they visit once a week.
- A third of respondents said they chose to park in areas other than the BDC car parks, most commonly in short stay spaces or disabled bays closer to the town centre (on The Strand and Church Street).
- The most common reason for parking outside of BDC car parks (favoured by over half of those providing an answer) was to find spaces closer to the desired location, thus limiting walking distance with several Blue Badge Holders commenting that they have difficulty walking the distance between BDC car parks and the town centre shops. Fewer respondents (40%) chose alternative parking because it was free or because they thought car parks were too expensive. This indicates that the distance to walk was slightly more influential than the cost of parking.

Bromsgrove Parking Systems (see pages 13 to 17)

- 65% of respondents said they make use of the free hour parking offer to Blue Badge Holders, with 26% stating that they were not aware of the offer.
- Most people prefer pay on foot (57%) over pay and display (14%) parking systems.
- The vast majority of respondents felt that disabled parking spaces are in the most convenient location (87% agree), that payment machines are easy to operate (92%) and that their position is suitable (85%)

The Cost of Blue Badge Parking (see pages 17 to 19)

- Half of all respondents stated that the cost of parking does not stop or reduce the frequency with which they visit Bromsgrove Town Centre - and half said that it did.
 - 169 respondents provided a reason as to why the cost of parking stops or reduces the frequency of their visits to Bromsgrove Town Centre, of which a total of 151 (89.5%) provided reasons related to the charge to park (saying things such as it is too expensive, it's free elsewhere, Blue Badge Holders shouldn't have to pay or because it used to be free)
 - 25 respondents provided a reason as to why the cost did not stop / reduce the frequency, 6 of which stating it was because they had no choice but to use the car parks due to the limitations of their disability.
- Similarly, half of respondents stated that the cost of parking for Blue Badge Holders means that they shop elsewhere - and half that it does not.

Other Areas People Chose to Shop and Why (see pages 19 to 22)

- The most popular other areas that respondents chose to shop were: Redditch (favoured by 52% of respondents), Droitwich (26%), Worcester (26%), out of town supermarkets (25%), Merry Hill (18%) and Kidderminster (17%).
- When asked why they chose to shop in other areas, respondents indicated that availability of free parking is equally as important as the choice / variety of shops.
- It can be broadly concluded that people are more likely to choose to shop in Redditch, Worcester, Merry Hill and Birmingham because there is a better choice of shops, whereas they go to Droitwich, out of town supermarkets or Kidderminster to use the free parking.

Other Thoughts on Bromsgrove District Council Parking (pages 23 to 25)

- Despite the responses to previous questions indicating that the variety of shops was equally as important as free parking when choosing a place to shop, when asked "is there anything BDC could do to encourage you to use car parks more regularly?", more respondents identified free parking for Blue Badge Holders (37%) than any other reason (note: respondents were not presented with multiple choice answers to this question, but were free to write anything they felt was appropriate).
- The vast majority of respondents (67.7%) stated that there wasn't anywhere that they would like to park but were currently unable to. However, where people did provide an answer most stated they would like to be able to park closer to the High Street (11%) especially on Windsor Street or around Church Street and Chapel Walk.

Introduction

About the Survey

The Blue Badge Car Park Users survey was conducted by Bromsgrove District Council (BDC) in July 2012.

564 postal surveys were sent out to Blue Badge Holders who had been identified from Shopmobility records. It is noted that these people are more likely to already visit the town for shopping. A further 444 were sent to those registered on the pay on foot Blue Badge data base (Smart Cards). It is noted that these people are more likely to be existing car park users and already visit the town for shopping. Roughly 200 surveys were also sent out to those identified through various other organisations with links to people with disabilities. The questionnaire was also available online and from the Customer Service Centre. The estimate for total surveys sent out is approximately 1208.

The preferred method of identifying Blue Badge Holders from Bromsgrove District would have been to use records held by the Worcestershire Hub (where residents can apply for their Blue Badge) - but this was not possible at the time at which the survey was sent out. This is acknowledged as a limitation of the survey.

It is noted that the method of identifying participants for the survey is likely to affect the results.

When analysis was conducted a total of 474 surveys had been returned to Bromsgrove District Council - this provides a response rate of 39%.

About the respondents

Age

The majority of respondents (78%) were aged 65+, with a further 18% aged 45-64. Just 4% were aged 44 or below. There were 5 respondents in the 0-14 category - in most cases the survey had been filled out by a parent or carer on behalf of the Blue Badge Holder.

Where they live

Though 90% of total respondents to the survey who provided an address lived within Bromsgrove District, there were a total of 44 returned surveys from residents living elsewhere. Of those:

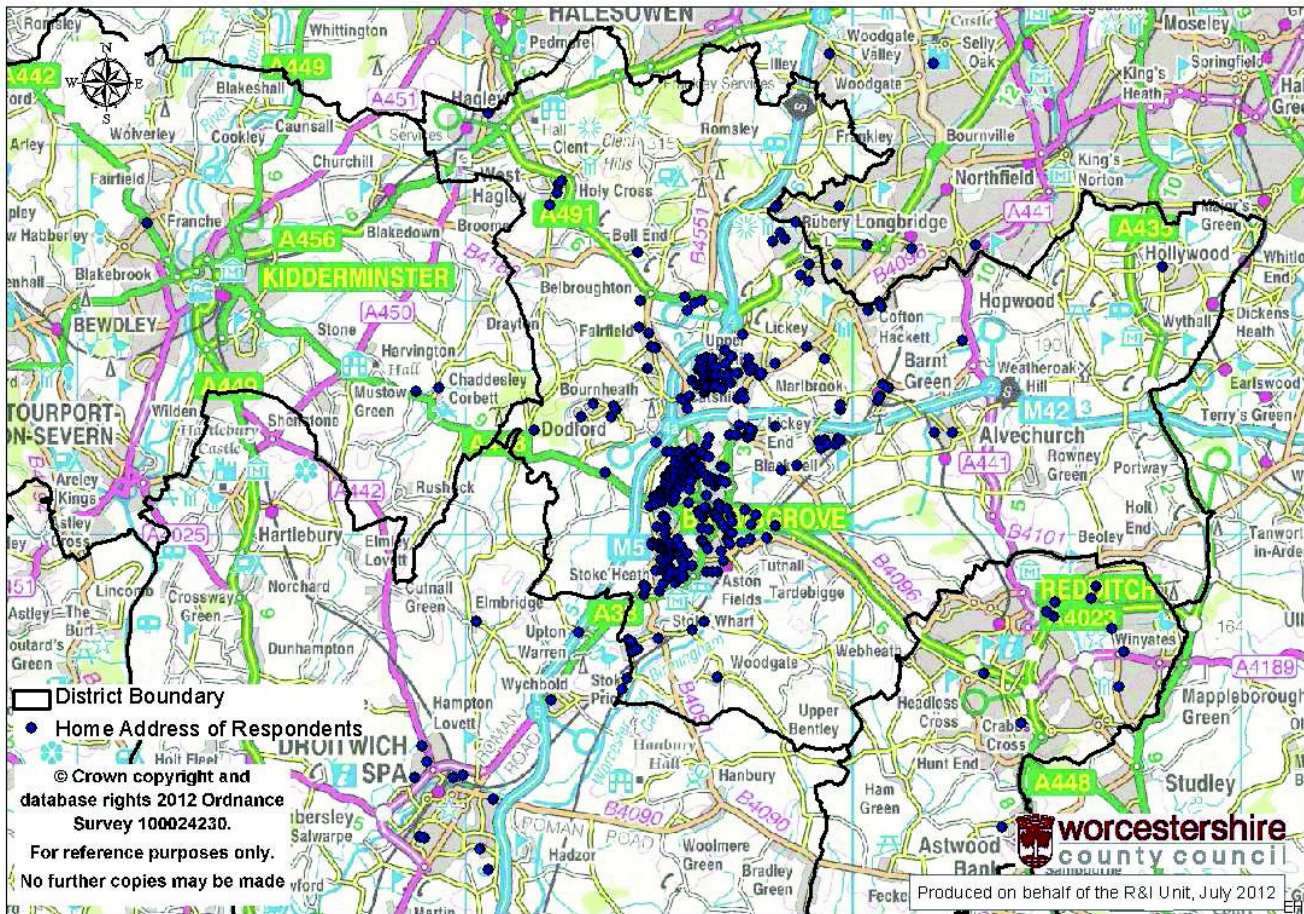
- 14 lived in Wychavon (mainly in Droitwich or the Wychbold area)
- 11 lived in Redditch
- 4 in Wyre Forest
- 1 in Worcester City

14 respondents lived outside of Worcestershire, most in Birmingham (e.g. Rednal, Kings Norton, Northfield) though two were from Cleobury Mortimer, one lived in Stourbridge and one in Stoke on Trent.

Of those who lived within Bromsgrove District, the vast majority lived in close proximity to Bromsgrove town centre with 70% having home addresses in the wards of Sidemoor, Catshill, St Johns, Charford, Marlbrook, Whitford, Norton, Slideslow or Stoke Heath.

Figure 1 shows Bromsgrove district and the immediate surrounding area, and the home location of respondents to the survey.

Figure 1: Map of Blue Badge Car Park Users Survey Respondents



About the analysis

Only 68% of survey respondents included their Blue Badge number in their response. However, this is not necessarily an indication of the number of respondents who were actually Blue Badge Holders. The section where respondents were asked to provide their Blue Badge number was not a mandatory part of the survey, and was on the very last page. Respondents were not asked “are you a Blue Badge Holder?”.

Preliminary analysis indicated very little difference in the responses to the survey questions when looking at total respondents versus those who provided a Blue Badge number. Therefore, unless otherwise stated, all analysis in this report is based on total respondents to the survey.

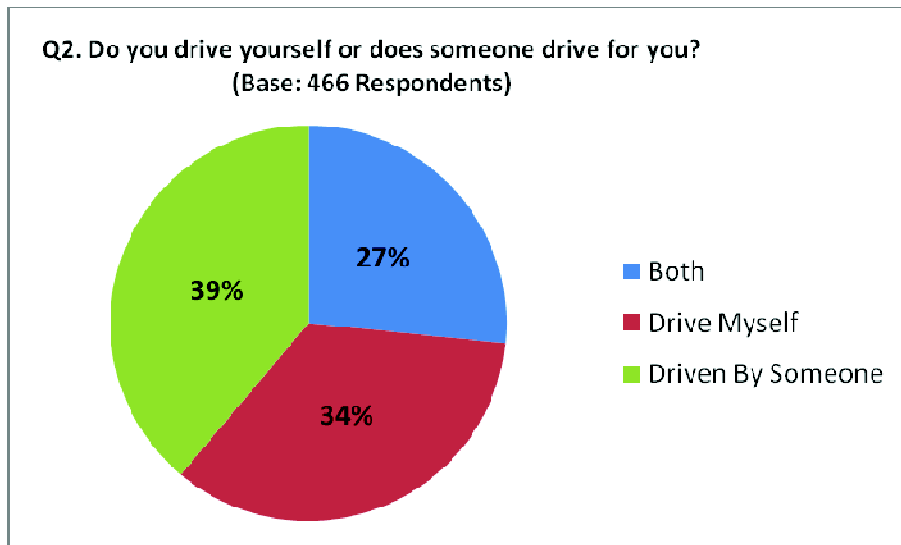
Results

Question 1: Do you use Bromsgrove Car Parks?

94% of the 465 respondents who provided an answer to this question stated that they do use Bromsgrove Car Parks.

Question 2: Do you drive yourself or does someone drive you?

Figure 2: Pie Chart of Question 2



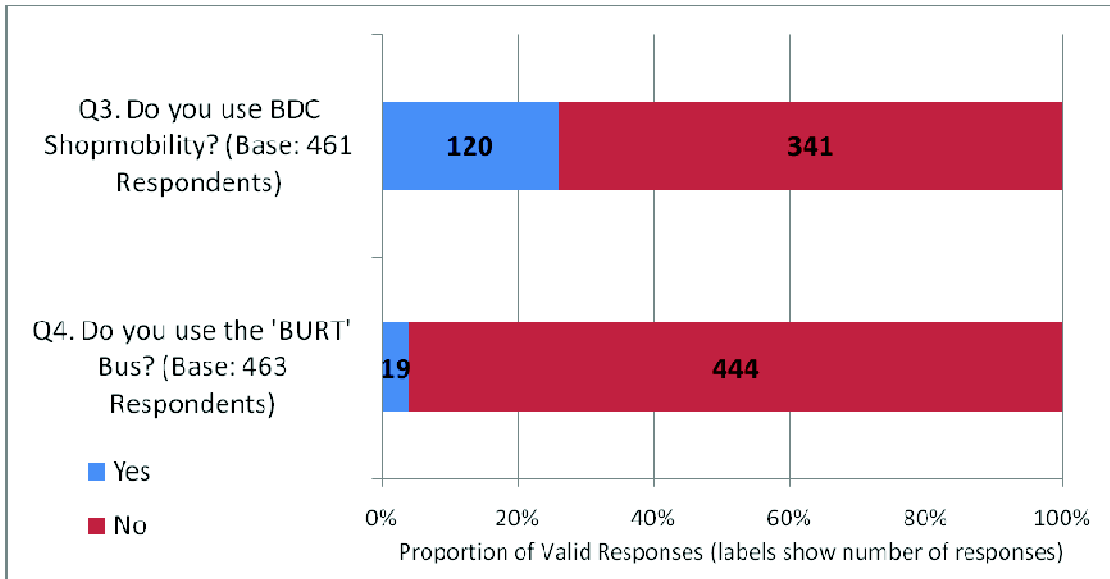
Though slightly more respondents said they were driven by someone else than the other options in question 2 (39%), the split was fairly even with a further 34% stating that they drive themselves.

Q3. Do you use BDC Shopmobility?

Q4. Do you use the 'BURT' Bus?

Roughly a quarter of respondents (120 respondents or 26%) had used shopmobility. However, just 19 people in total said that they used the BURT Bus (see figure 3). 444 respondents stated they did not use BURT.

Figure 3: Bar Chart of Questions 2 and 3



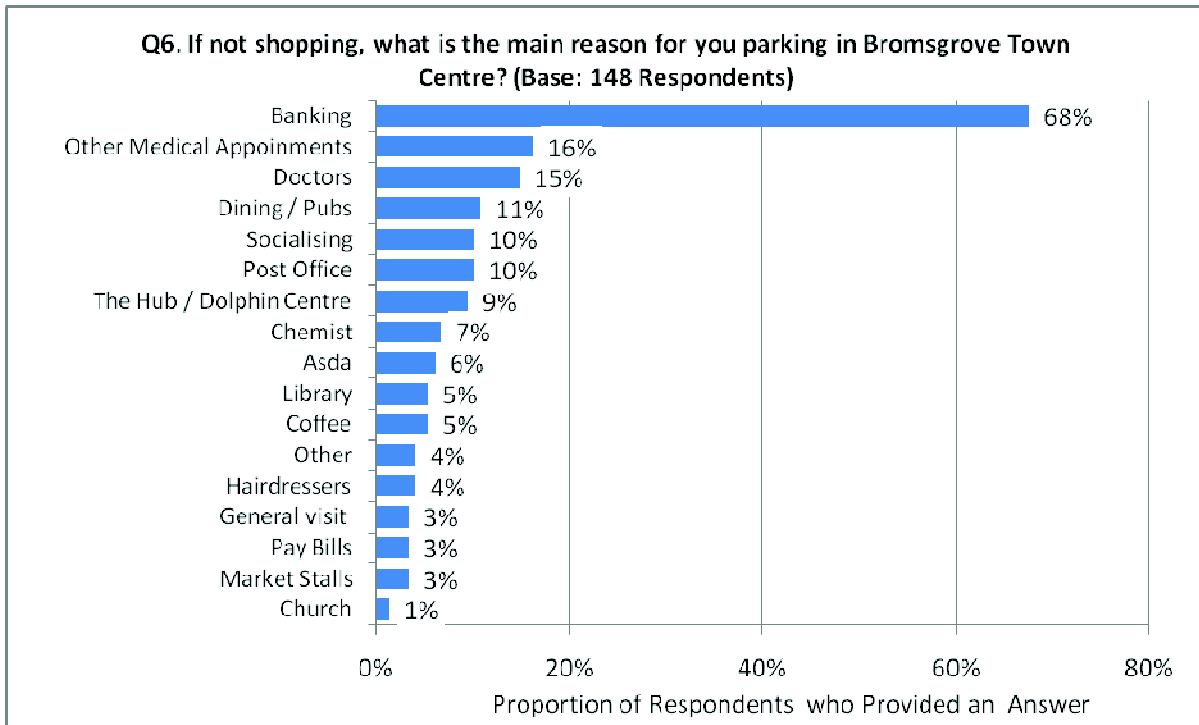
Q5. Do you use Bromsgrove Town Centre for Shopping?

92% of respondents said that they did use Bromsgrove town centre for shopping, with just 38 respondents saying they didn't.

Q6. If not shopping, what is the main reason for you parking in Bromsgrove Town Centre?

Banking (including visiting the building society) was the most commonly stated reason for people to visit Bromsgrove, other than to shop. The full list of the reasons provided can be viewed in figure 4.

Figure 4: Bar Chart of Question 6



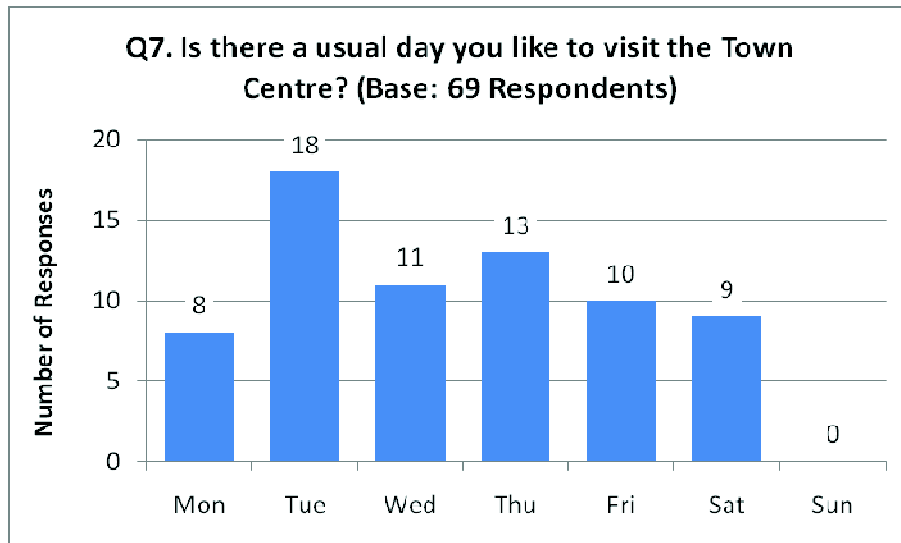
"General Visit" includes people stating they visit Bromsgrove to walk around the town, for somewhere to go, for the scenery or for window shopping. The "Other" category included those visiting to bet, get the bus to Worcester, use shopmobility, go to the solicitors or to the job centre. "Other Medical Appointments" included visits to the opticians, dentist, chiropodist, hospital, for physiotherapy or for a hearing test.

Q7. Is there a usual day you like to visit the Town Centre?

The vast majority of respondents (83%) stated there was no set day when they liked to visit the town centre.

Of those who did provide an answer, Tuesday was the most popular day of the week to visit the town centre (as shown in figure 5). However, it must be noted that the below chart is only based on the responses of 69 people (just 15% of total survey respondents), and so any conclusions drawn from the chart are less likely to provide an accurate representation of the total population than those from questions with a larger base of responses.

Figure 5: Chart of Question 7



Q8. How often would you use Bromsgrove Car Parks?

Around half of respondents stated that they used Bromsgrove car parks several times a week, with a further third stating they visited once a week. Very few (just 18 people) said they never visited the town, and a further 8 left this question blank - which ties in fairly closely with the 30 respondents who stated in question 1 that they did not use Bromsgrove Car Parks.

Figure 6: Frequency of Bromsgrove Car Park Use (Base: 466 Respondents)

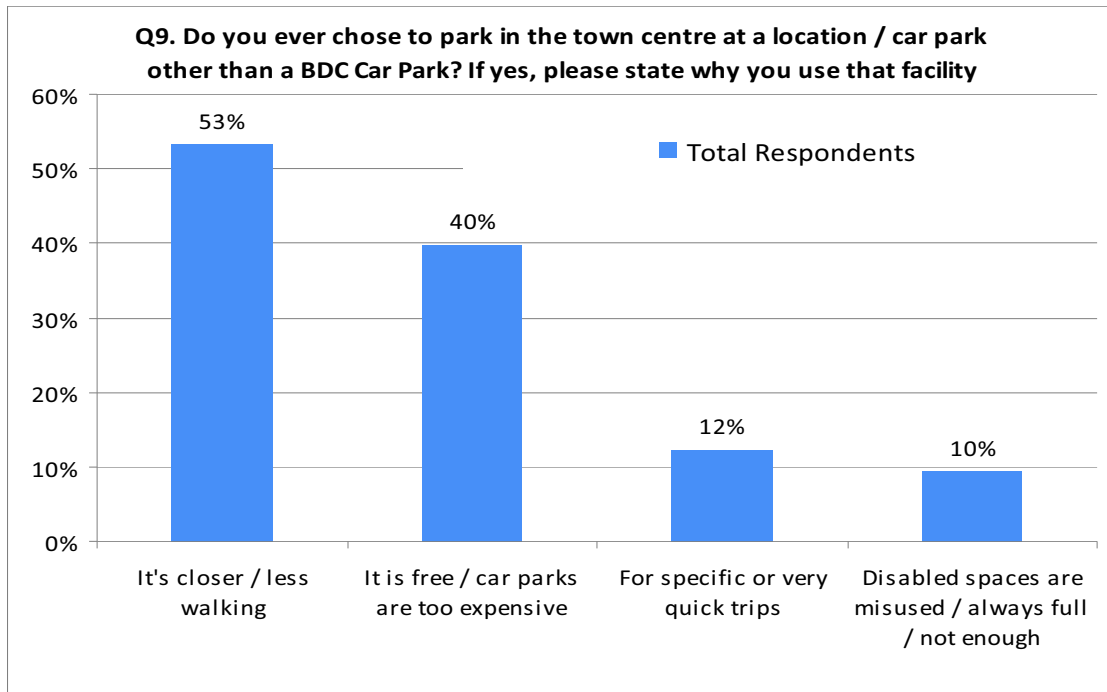
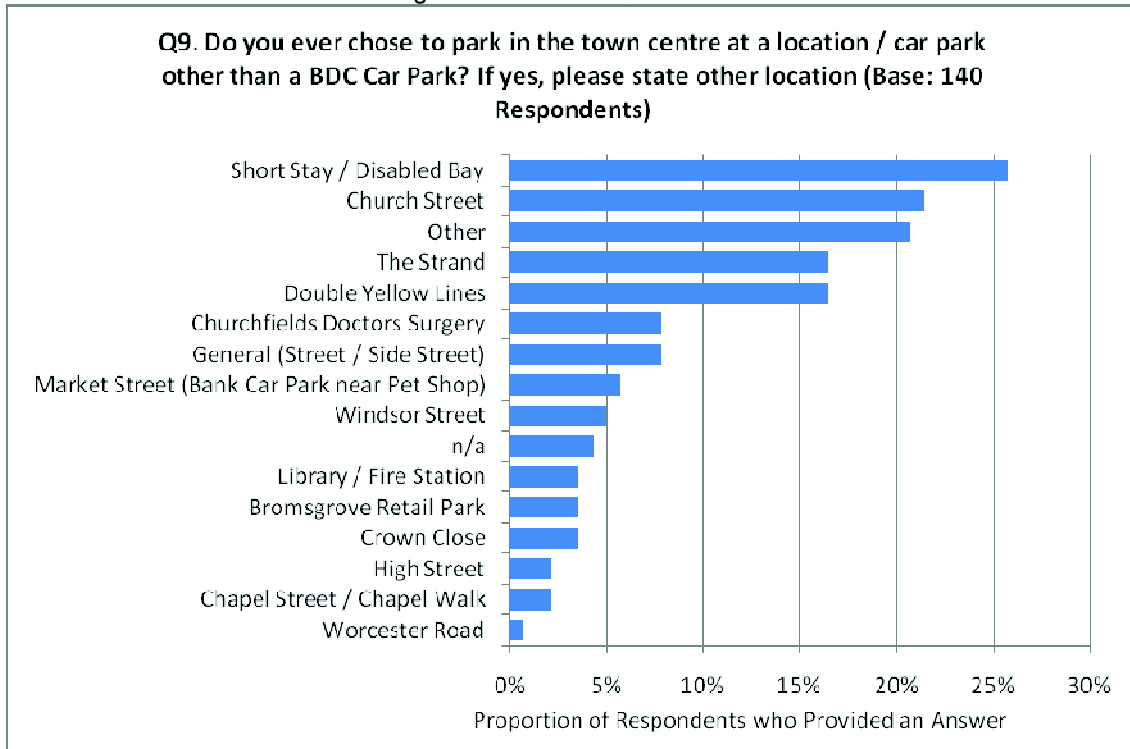
	Number of Responses	Proportion of Valid Responses
Daily	15	3%
Several Times a Week	227	49%
Once a Week	151	32%
Rarely	55	12%
Never	18	4%

Q9. Do you ever choose to park in the town centre at a location / car park other than a BDC Car Park? If yes, please state other location and why you use that facility

A third of respondents stated that they *did* choose to park in other town centre locations (from a base of 446 valid responses). This implies that the majority (66%) only park in BDC Car Parks.

A total of 140 respondents provided information on the other locations they choose to park, and 73 provided a reason why. The results as displayed in the two charts in figure 7 below. It is important to note that respondents were not presented with multiple choice answers to this question, but were free to write anything they felt was appropriate.

Figure 7: Chart of Question 9



NOTE: Total percentages may add up to more than 100 where people provided more than one area they choose to park, and/or more than one reason why.

Short stay disabled bays were the preferred alternative parking location for respondents, especially on Church Street (opposite Korner Kitchen) and on The Strand (outside the Queens Head). Parking on double yellow lines was also a popular alternative, with 16% of the total 140 respondents to this question stating that they preferred to use their Blue Badge privileges to park for free in this way.

The most common reason for parking outside of BDC car parks was to find spaces closer to the desired location, thus limiting the walking distance (favoured by over half of respondents), with many respondents commenting that they have difficulty walking the distance between BDC car parks and the town centre shops. Fewer respondents (40%) chose alternative parking because it was free or because they thought car parks were too expensive.

This indicates that the distance to walk was slightly more influential than the cost of parking.

However, just to reiterate, overall, most respondents stated that they do not chose to park in other town centre locations, indicating that people are generally more likely to park in BDC car parks than elsewhere.

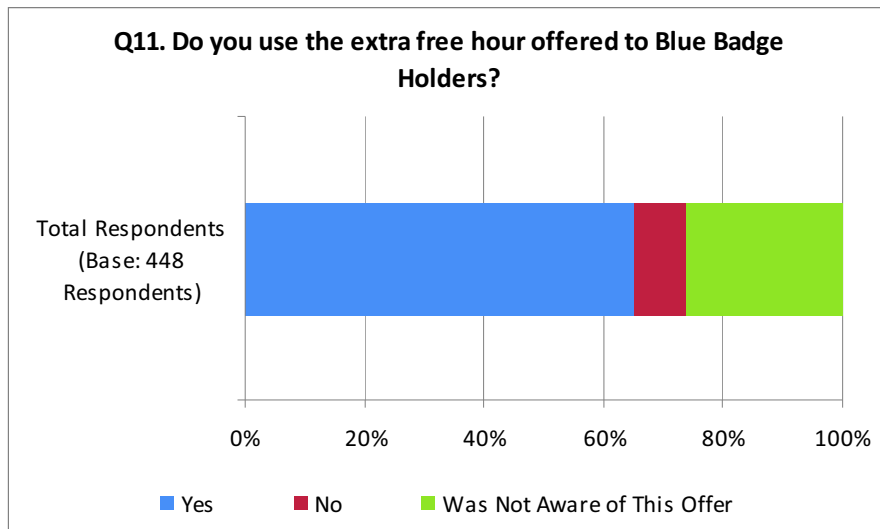
Q10. Do you find sufficient Disabled Car Parking spaces?

Responses to this question were fairly evenly split with 31% answering "yes", 29% "no" and 39% saying "sometimes".

Q11. Do you use the extra free hour offered to Blue Badge Holders?

The majority of respondents (65% of total respondents) said that they *do* make use of the free hour offered to Blue Badge Holders. Although, roughly a quarter (26%) said that they were not aware of the offer.

Figure 8: Chart of Question 11

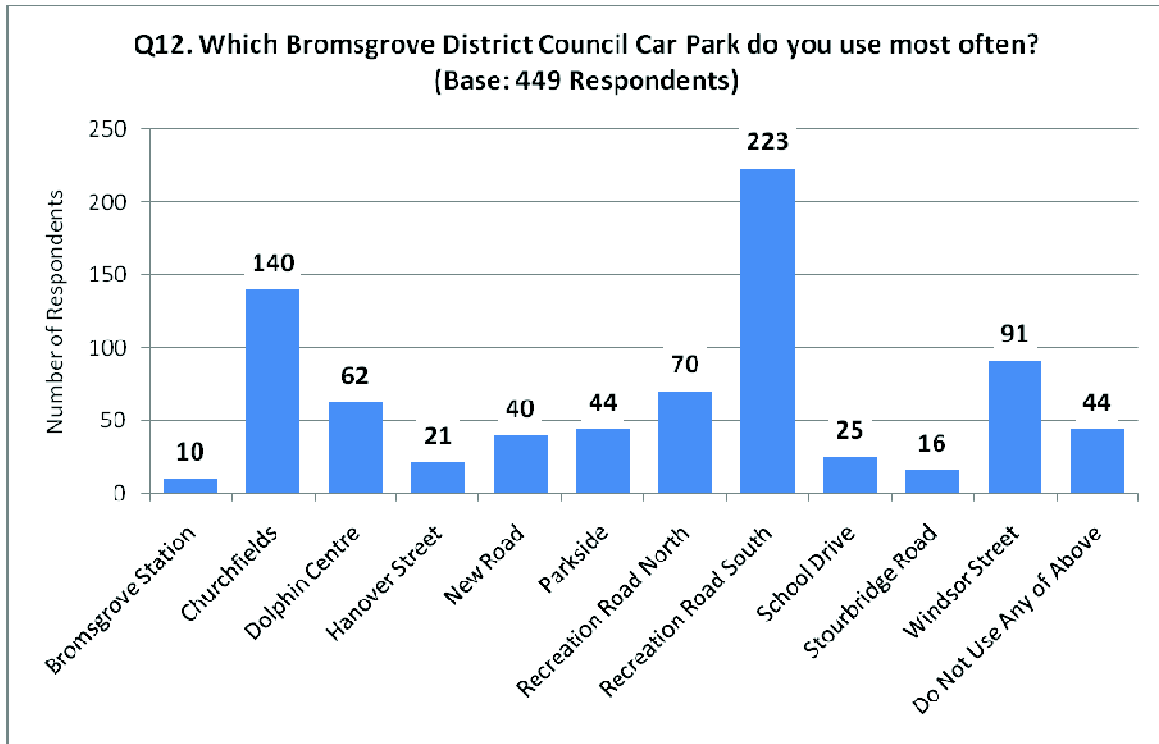


Q12. Which Bromsgrove District Council Car Park do you use most often?

The most popular car park with Blue Badge Holders was Recreation Road South with 50% of respondents saying they use this car park most often. Churchfields multi-storey was also popular (31%) as was Windsor Street (20%).

Please note: 1008 of the 1208 surveys sent out were to known users of either Shopmobility (based in Churchfields) or Smartcards (used for payments in Churchfields and Recreation Road South).

Figure 9: Chart of Question 12

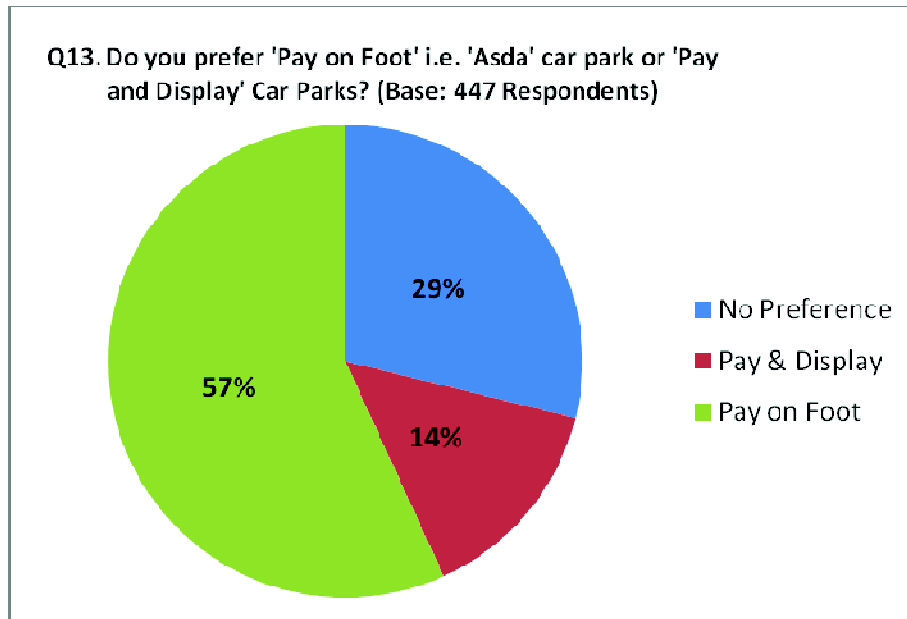


NOTE: Respondents were able to tick the box for more than one car park in answer to this question, so the number of respondents in the above chart will add up to more than the total number of completed surveys received.

Just 10% of respondents stated that they did not use any of the car parks listed.

Q13. Do you prefer 'Pay on Foot' i.e. 'Asda' car park or 'Pay and Display' Car Parks?

Figure 10: Chart of Question 13



The majority of respondents (57%) seem to favour the pay on foot system with just 14% stating they prefer pay and display. The remaining 29% had no preference. This ties in well with responses to questions 18 and 22 where some people stated that they would like more pay on foot machines, and that they would like to be able to use their smartcard to pay for parking in more areas.

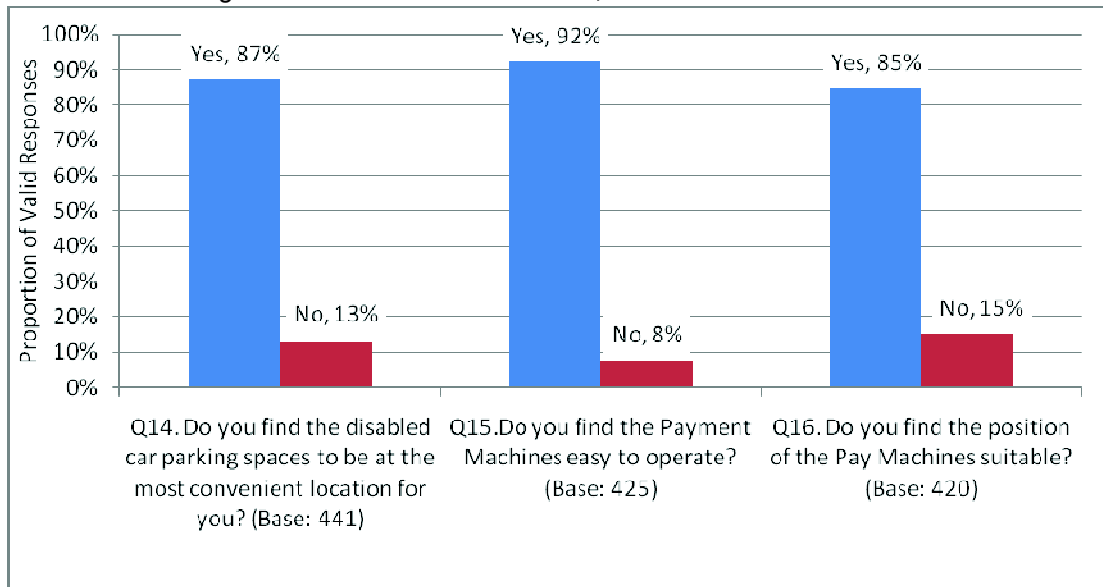
Q14. Do you find the disabled car parking spaces to be at the most convenient location for you? If no, please state reason

Q15. Do you find the Payment Machines easy to operate? Q15(a). If no, please state why and which car park

Q16. Do you find the position of the Pay Machines suitable? Q16(a). If no, please state why and which car park

The results from the above three questions are presented together as there was some repetition in the answers provided.

Figure 11: Chart of Questions 14, 15 and 16 – Yes or No



As figure 11 shows, the vast majority of respondents felt that disabled parking spaces are in the most convenient location, that payment machines are easy to operate and that their position is suitable.

The reasons provided by the small proportion of respondents who answered no to questions 14 and 15 are listed in figure 12 alongside the number of respondents who gave each reason. It is important to note that when providing reasons, residents were not presented with multiple choice answers, but were free to write anything they felt was appropriate.

Figure 12: Table of Reasons Provided in Questions 14 and 15

Reasons why disabled car parking spaces were not thought to be at the most convenient location? (Base: 62)		Reasons why Payment Machines were not thought to be easy to operate? (Base: 46)	
Spaces are too far away / it is too difficult to walk to shops	22	Long queues (especially difficult with scooter / wheelchair; thought to be caused by having to put in car registration / out of order machines / not enough machines)	8
There aren't enough spaces	6	Too complicated (too many buttons)	5
Not enough spaces near town (e.g. Queens Head, Church Street)	4	The coin slot is too high	2
Payment Machine is too far away from spaces	3	Because change is needed (don't accept cards)	2
Spaces are not large enough (especially for wheelchair users)	3	Registered Blind	2
Not convenient because blue badge holder have to pay (principle - should be free)	2	"Arthritis in hands makes putting registration In and coins In machine difficult at times"	1
Can't move between car parks on one ticket	2	"Can be difficult to see when the sun is on the screen"	1
BB Spaces are misused (by taxi / deliveries)	2	"Difficult to stand for long enough to sort out change"	1
You have to cross Market Street (dangerous) to get to the High Street	1	"The One Closest To The Spaces Is Very Often Out Of Order (It Is Difficult To Remove The Ticket From The Machine)"	1
The slope at New Road car park is inconvenient / difficult	1	Machines are too far from disabled spaces	1

In answer to the free text question 16, "do you find the position of the Pay Machines suitable?", the most common complaint provided related to the location of the pay stations in Recreation Road South:

- 17 people stated that the position of the machines was fine if they were visiting Asda, but those people who park in the disabled bays then go over the crossing in to the town centre, then had to walk all the way to Asda to pay the ticket.
- Seven people also stated that when parking in Churchfields, the distance to the pay machine was too far, and that there should be an additional machine in the multi-storey car park itself. This was especially problematic to people who forgot to pay when outside the supermarket then had to walk back to the store.
- It was suggested that more machines spread out across the car park would be beneficial.

Five people also mentioned that when parking in the disabled bays in the Dolphin Centre, which are conveniently near the entrance, they have to walk into the centre of the car park to get a ticket, which was thought to be too far for some, with others mentioning difficulties with the slope of the car park.

Other general comments included that the pay machines were too far away from spaces in all car parks, that queuing was difficult with a mobility scooter, that some machines are too high (difficult in a wheelchair). For a full list of comments made in answer to questions 14, 15 & 16, please contact ehumphreys@worcestershire.gov.uk

Q17. Do you find parking difficult in any other areas of Bromsgrove District Council area? If so please state where:

It is important to note that respondents were not presented with multiple choice answers to this question, but were free to write anything they felt was appropriate.

A total of 71 people (15% of the total respondents to the survey) provided an answer to question 17. This indicates that 85% of respondents did not find parking difficult in other areas of Bromsgrove.

Most people either gave a location *or* a reason why they did find parking difficult, so it is not easy to match up specific issues to specific areas of the town. In general, answers were widely varied, but a few patterns did emerge - though it must be noted that these patterns are based on the opinions of just a few people and so should not be used as an indication of the thoughts of the entire Blue Badge Holder population.

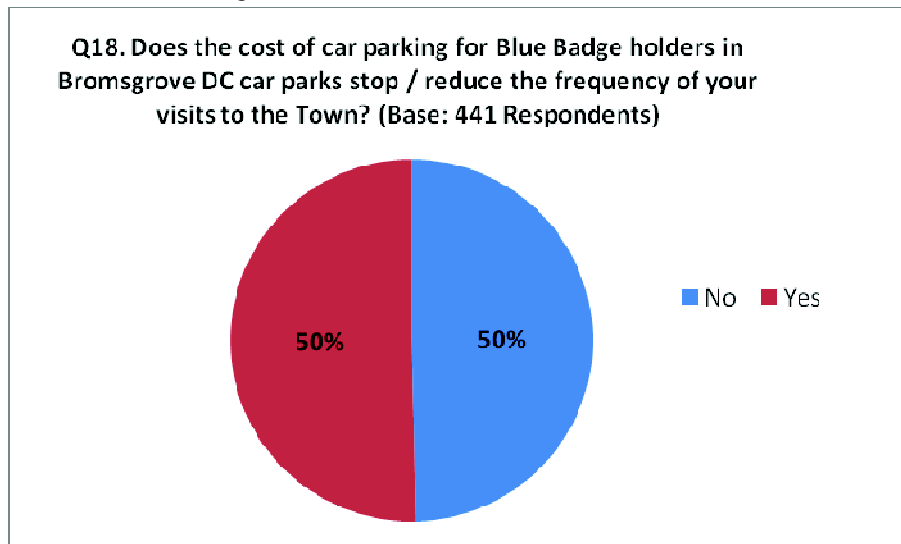
Overall, 21 people stated that they found parking difficult in other areas due to a lack of spaces. Specific areas mentioned include: Church Street, Crown Close, Dolphin Centre, New Road, Parkside, Rubery, Sanders Park and the train station.

- 10 people stated they found it difficult to park in Windsor Street, four of those because there were not enough spaces.
- 10 people stated they found it difficult to park on Church Street, four of those because there were not enough spaces.

Other responses to this question were very limited.

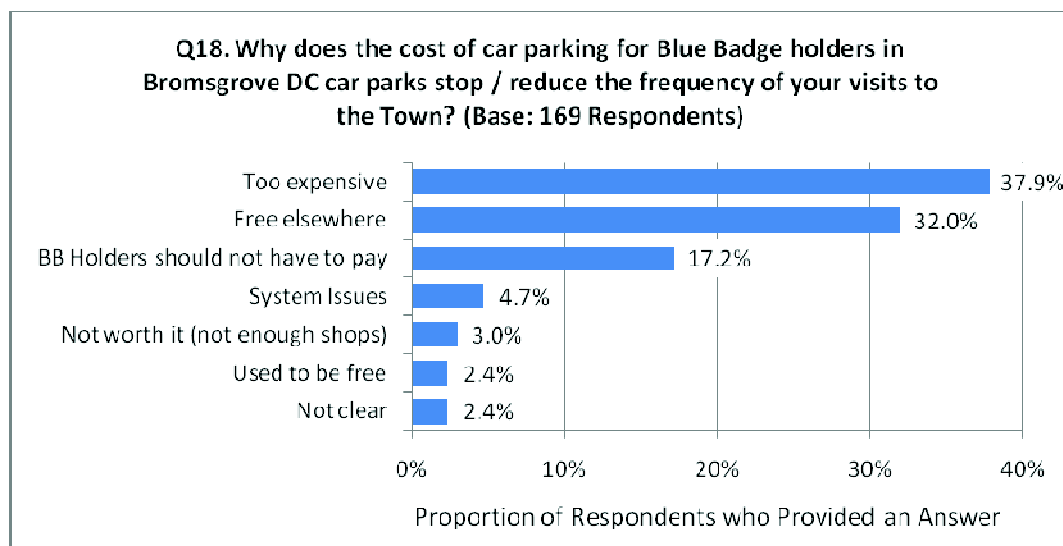
Q18. Does the cost of car parking for Blue Badge holders in Bromsgrove DC car parks stop / reduce the frequency of your visits to the Town? Why?

Figure 13: Chart of Question 18: Yes or No



Answers to this question were split evenly, with half of all respondents stating that the cost of parking does stop or reduce the frequency with which they visit Bromsgrove Town Centre, and half saying it did.

Figure 14: Chart of Question 18: Reasons Why



Of the respondents who stated that the cost of parking *did* stop or reduce the frequency of their visits to the town, a total of 169 people further provided a reason for their answer in the free text section provided.

- The most common reason was that the cost of parking is too expensive (38%) – specifically for pensioners or those on reduced income (such as those unable to work due to their disability)
- A close second was the fact that parking for Blue Badge Holders is free elsewhere (32%), for example in supermarkets, on double yellow lines or in neighbouring districts (32%).
- A further four (2.4%) people said that they didn't use the car parks anymore because they used to be free in Bromsgrove – indicating that they used to park there, but no longer do since charging was introduced.
- 17% felt that Blue Badge Holders should not have to pay for parking, either because they have no choice but to use their cars as they can't walk very far; because it takes them longer to shop; or because they already pay for the Blue Badge so should not have to pay again to park. This caused some respondents to avoid BDC car parks on principle.
- Five people (3%) stated that the cost of parking was not worth it because there were not enough shops.

Eight people stated that they didn't use the car parks because of "system issues". These issues included:

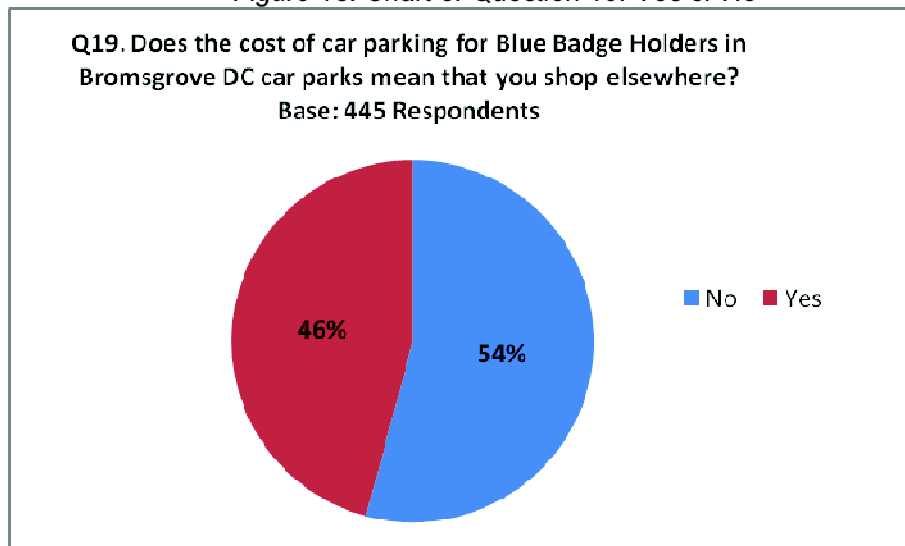
- Having to use two or three car parks to get what they wanted, moving between those closest to the shops they needed
- Finding the system confusing
- One respondent felt frustrated that they could only use the smartcard in Recreation Road, feeling it would be better if it could be used in all car parks, whereas one other stated that they didn't like the pay on foot system
- One stated that they thought supermarkets should refund parking (as some other shops do)
- One thought that the day time charges were ok, but that it was too expensive to park in the evening.
- One stated they would prefer an annual pass.

Just 25 people provided a reason as to why the cost of car parking *didn't* stop them from using BDC car parks. Of those:

- Six stated that it was because they had no choice - being disabled, they have to use their car to shop as they can't walk from home, and so they have little other choice but to use the car parks provided.
- Five people stated that they thought the cost was reasonable, and two thought that it was right that Blue Badge Holders should have to pay, just like everyone else - though it was noted that free parking might help to attract more visitors to the town.
- One person thought that having to pay to use disabled spaces helped to prevent misuse of spaces.
- One person also said that close proximity is more important than cost.

Q19. Does the cost of car parking for Blue Badge Holders in Bromsgrove DC car parks mean that you shop elsewhere?

Figure 15: Chart of Question 19: Yes or No



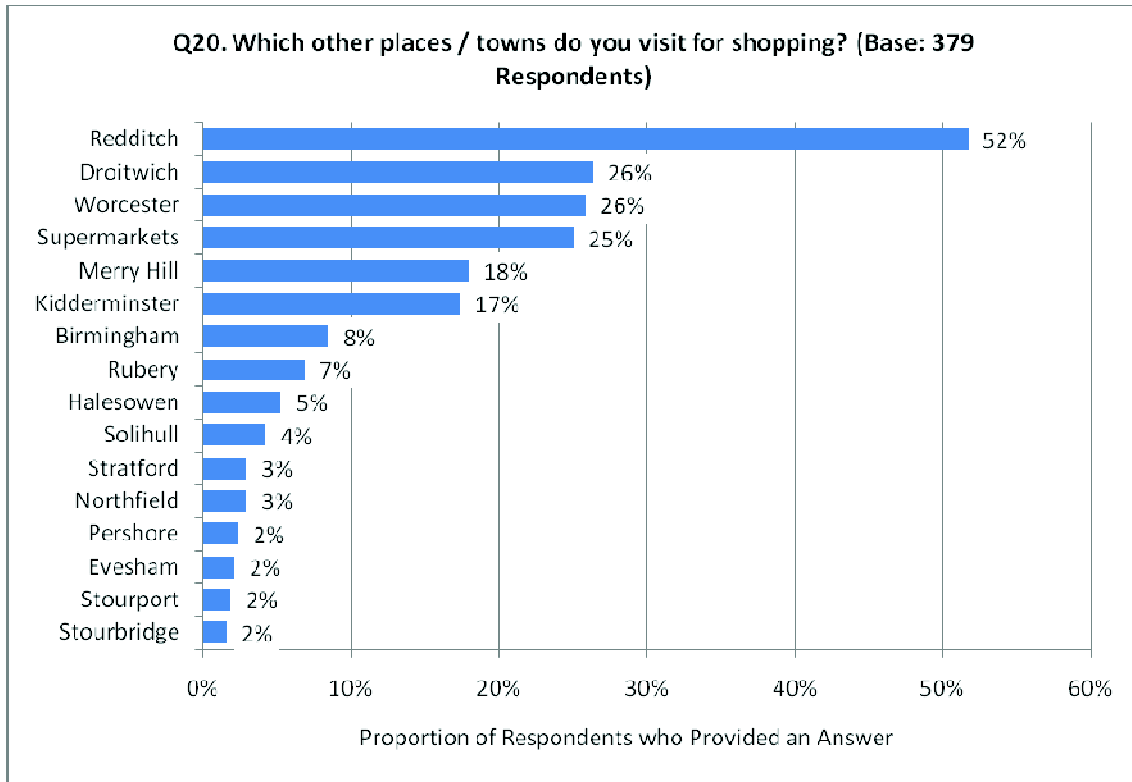
In a similar result to that of question 18, just over half of respondents (54%) stated that the cost of parking for Blue Badge Holders does *not* mean that they shop elsewhere. Leaving just under half (46%) who state that it does.

Q20. Which other places / towns do you visit for shopping?

In question 19, 204 respondents stated that the cost of parking causes them to park elsewhere - that is just under half (46%). However, regardless of the answer to question 19, 379 people (80% of total respondents) provided a list of other places or towns they visit for shopping (Q 20) and 371 provided a reason why (Q 21). This indicates that those people who do shop elsewhere are not necessarily doing so because of the charge for Blue Badge Holders to park in Bromsgrove. For both questions 20 and 21, respondents were free to write anything they felt was appropriate.

The top 17 other places / towns visited for shopping (those given as answers by 5 or more people) are shown in figure 16

Figure 16: Chart of Question 20



Redditch was by far the most popular answer with half of all those who provided an answer including the town in their list. Droitwich and Worcester were also popular, favoured by around a quarter of respondents, as were out of town supermarkets (who are more likely to provide parking for free).

Other areas listed (by four people or fewer and so not included in figure 16) were: Bewdley, Malvern, Dudley, Oldbury, Harbourne, Webbs of Wychbold, Cheltenham, Wolverhampton, Leamington, Barnt Green, Warwick, Gloucester, Quniton, Coventry and Hagley.

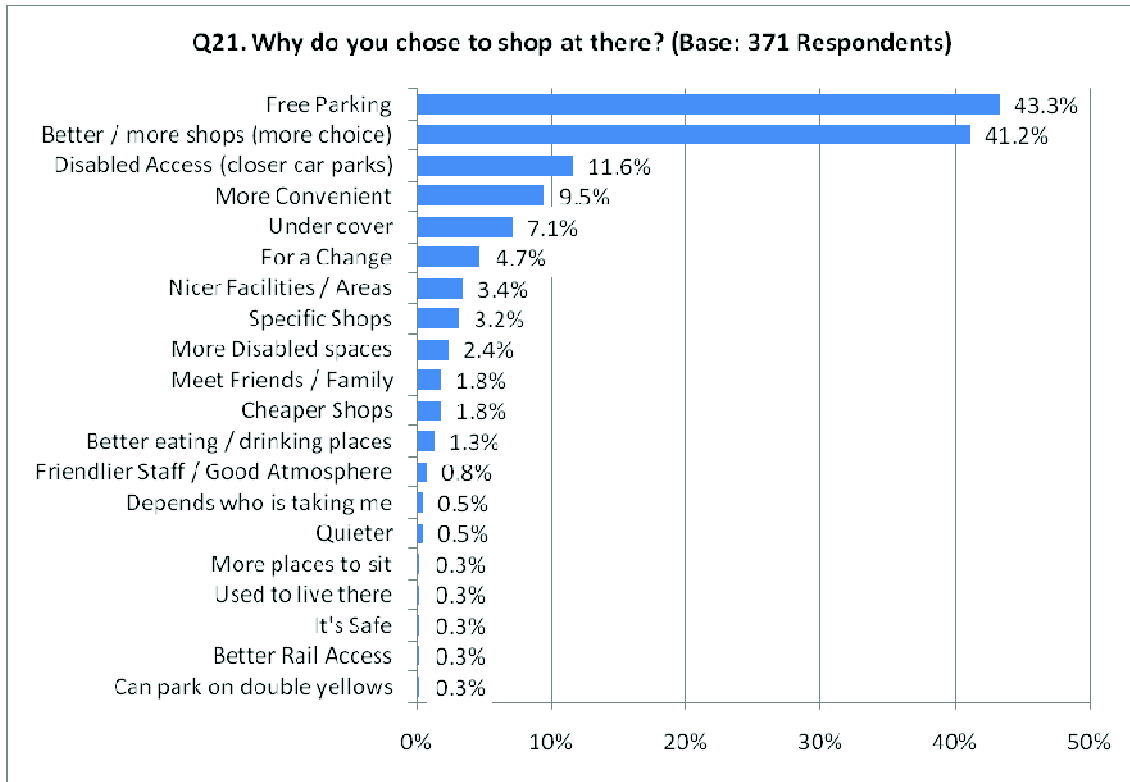
Q21. Why do you choose to shop at there?

The most frequently provided reason for visiting other towns / places to shop was because free parking was available (43.3% of respondents). Though, it must be noted that nearly as many (41.2%) stated that they chose other towns because they had better shops, or a greater variety of shops.

All other reasons were provided by a much smaller proportion of the total respondents to this question, though 12% say that they chose to shop in place that have better disabled access, and 7% stated they preferred shopping centres that were under cover with comments such as "you can get everything you need under one roof".

All the reasons provided and the relative proportions can be seen in figure 17.

Figure 17: Chart of Question 21



The "More Convenient" category included people choosing to shop in places because they were closer to where they lived, or easier to get to via road or bus / train

Many of the reasons listed in figure 17 have links to accessibility and ease of access. Even where free parking was the main reason, many blue badge holders stated that they liked areas where you could park for free because it meant they could move around car parks to limit the distance they needed to walk to reach the shops they needed. Merry Hill especially was good for this.

In answer to questions 21 and 22 many respondents listed a number of different towns and a number of different reasons why they chose to shop there, without stating which reasons related to which town(s) so it is difficult to draw any firm conclusions as to what attracts shoppers to specific towns / places. However, figure 18 shows the towns / places listed by 30 or more respondents¹, and the top five "reasons why" also listed by those respondents.

So, it is possible to say, for example, that more people who included Redditch in their list of other places they like to shop gave "better shops / more variety" as one of the reasons why they like to shop elsewhere. Hence this method provides *some* indication as to the reasons people favour certain areas.

¹ Where fewer than 30 people had given an answer, the proportions related to the reason were skewed by the opinion of one or two people leading to less accurate results.

Figure 18: Towns / places listed by 30 or more respondents, and the top five "reasons why" also listed by those respondents

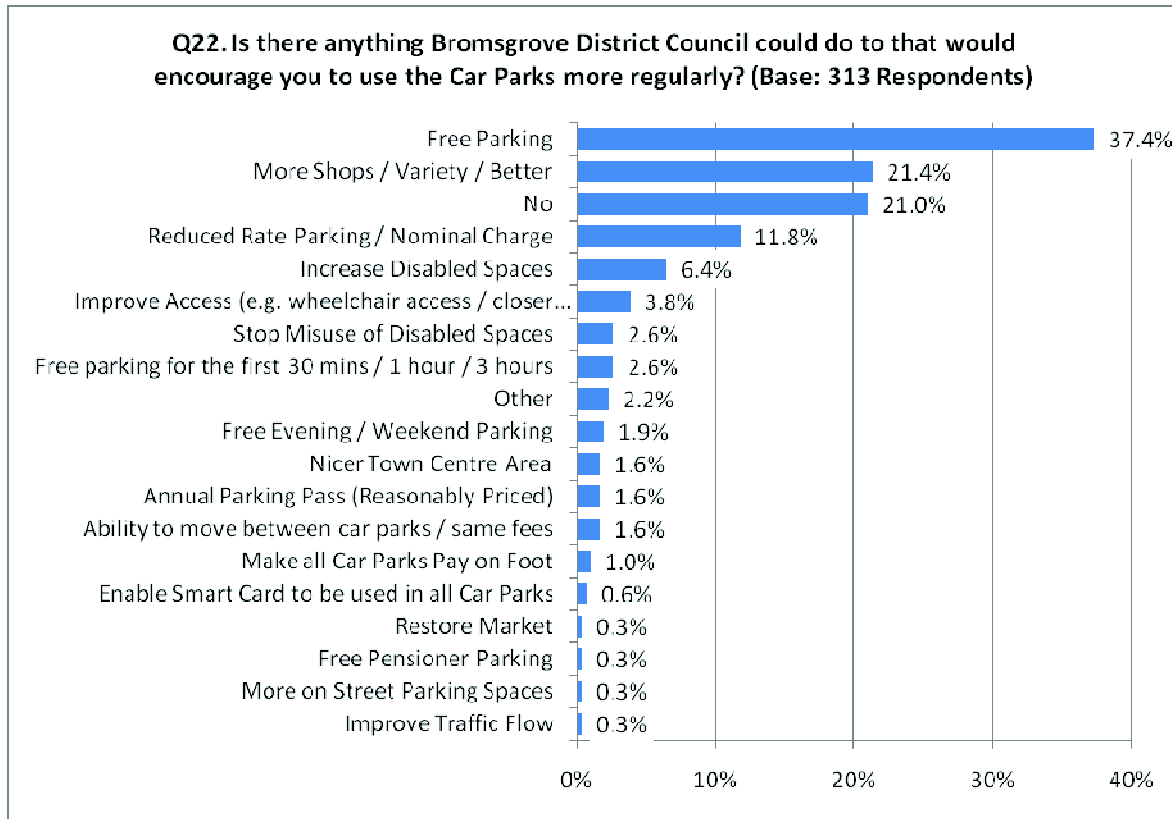
Town / Place	Top Five Reasons also listed & Proportion				
Redditch Base: 196	Better / more shops (more choice) 60.7%	Free Parking 26.0%	Disabled Access (closer car parks) 11.2%	Under cover 10.2%	More Convenient 7.7%
Droitwich Base: 100	Free Parking 56.0%	Better / more shops (more choice) 36.0%	Disabled Access (closer car parks) 11.0%	Nicer Facilities / Areas 6.0%	More Convenient = For a Change 5.0%
Worcester Base: 98	Better / more shops (more choice) 53.1%	Free Parking 43.9%	Disabled Access (closer car parks) 9.2%	More Convenient 7.1%	Nicer Facilities / Areas = For a Change = Undercover 4.1%
Supermarkets Base: 95	Free Parking 64.2%	Better / more shops (more choice) 15.8%	Disabled Access (closer car parks) 11.6%	More Convenient 9.5%	More Disabled spaces 7.4%
Merry Hill Base: 68	Better / more shops (more choice) 55.9%	Free Parking 50.0%	Disabled Access (closer car parks) 10.3%	Under cover 10.3%	More Convenient 8.8%
Kidderminster Base: 66	Free Parking 57.6%	Better / more shops (more choice) 47.0%	Disabled Access (closer car parks) 7.6%	More Convenient 6.1%	For a Change 6.1%
Birmingham Base: 32	Better / more shops (more choice) 43.8%	Free Parking 31.3%	Disabled Access (closer car parks) 15.6%	More Convenient 12.5%	Under cover 12.5%

It seems that people are more likely to choose to shop in Redditch, Worcester, Merry Hill and Birmingham because there is a better choice of shops, whereas they go to Droitwich, Supermarkets or Kidderminster to use the free parking.

Q22. Is there anything Bromsgrove District Council could do to that would encourage you to use the Car Parks more regularly?

It is important to note that respondents were not presented with multiple choice answers to this question, but were free to write anything they felt was appropriate.

Figure 19: Chart of Question 22



62 people stated that there was not anything that Bromsgrove District Council could do that would encourage them to use the car parks more regularly, and 161 people did not answer this question. That leaves a total of 251 people who did provide a suggestion.

Despite the answers to previous questions indicating that the variety of shops was equally as important as free parking, by far the most common answer to question 22 was to make parking for Blue Badge Holders free. This must be considered alongside the fact that half of respondents stated that the cost of parking did not reduce the frequency or stop them from visiting the town.

17% of people suggested that alternatives to the current charging system might encourage them to use the car parks more regularly:

- 37 people suggested a reduced parking rate or a nominal fee for Blue Badge Holders;
- Eight people suggested making the first portion of parking time free, rather than the last hour (as in the current system), with suggested times ranging from a free first half hour, up to the first three hours;
- Five people suggested the use of a reasonably priced annual pass for disabled parking.

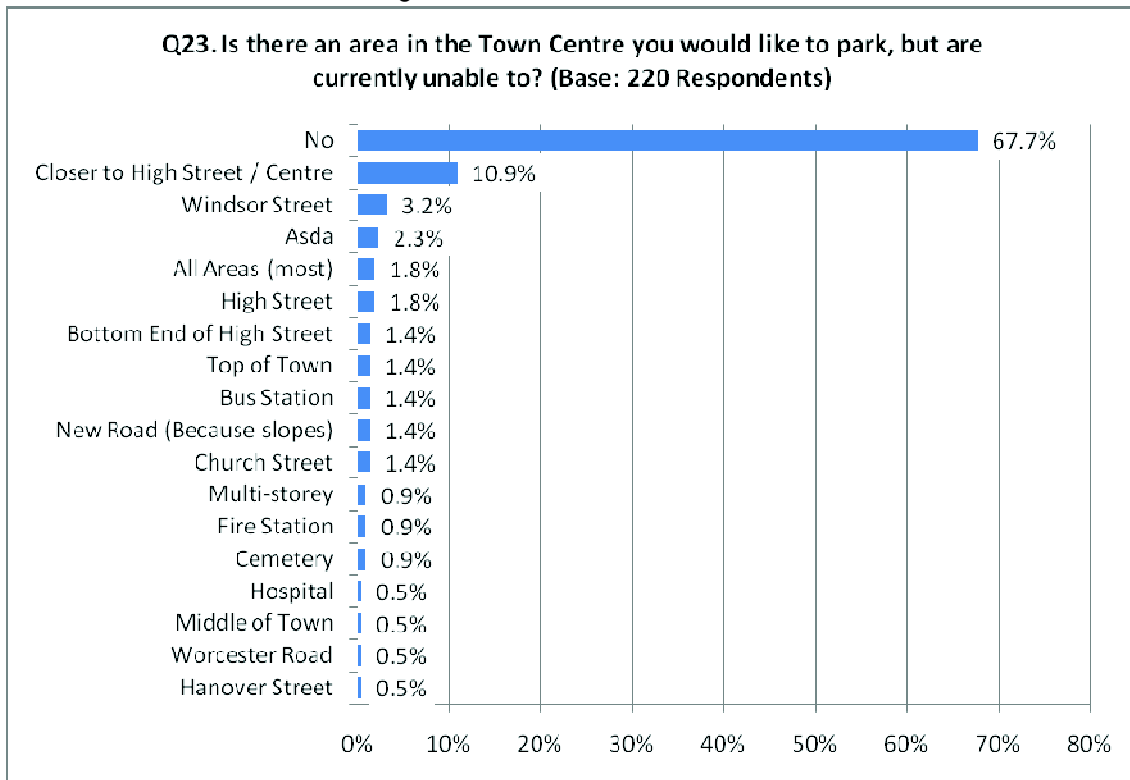
One respondent suggested that making all the car parks "pay on foot" would be especially encouraging for Blue Badge Holders as it would prevent them from having to rush back to their car when a pay and display ticket was about to run out, which is often an issue for those who cannot walk very quickly.

There were also five positive comments in answer to question 22, with people stating that they found the parking in Bromsgrove adequate.

Q23. Is there an area in the Town Centre you would like to park, but are currently unable to?

It is important to note that respondents were not presented with multiple choice answers to this question, but were free to write anything they felt was appropriate.

Figure 20: Chart of Question 23



The vast majority of respondents (67.7%) stated that there wasn't anywhere that they would like to park but were currently unable to. However, where people did provide an answer most stated they would like to be able to park closer to the High Street (11%) especially on Windsor Street or around Church Street and Chapel Walk.

Additional Comments

A selection of the additional comments left by some survey respondents are listed in figure 21.

Figure 21: Additional Comments from Respondents

Can You Tell Me Why We Have To Pay More On Windsor Street Car Park.
Have Used Asda And Found Problems The Disabled Parking Is Always Full And The Others Too Far To Walk
Why Is Windsor Street More Expensive & Yet It Is The Car Park Nearest To The Centre Shops Which As A Disabled Person I Pay More Than An Able Bodied Person
Make Parking For Disabled People Free. We Have No Choice To Be Able To Park Further Away & Walk Into Town. Also If It Was Free I Could Move From Car Park To Car Park To Get Within My Walking Distance
Act Sensibly & Re-Introduce Foc Blue Badge Parking I Know Many Who Live In Local Areas Who Avoid Bromsgrove On Principle No Wonder The Town Shops Are Empty 5 People X £100 Week X 52 = £25.000
I Really Don't Have A Problem With Being A Blue Badge Holder And Paying For My Parking As The Bays Are Near To Where I Want To Shop. I Get Really Annoyed When People Complain About Having To Pay.
I Enjoy Shopping In Bromsgrove But Paying For The Car Park Has Put Me Off So I Don't Visit Very Often
Too Expensive To Park Poor Shops
I Used To Use Bromsgrove At Least Twice A Week For Shopping & Banking When The Parking Charges Were Introduced I Stopped Why-Because I Objected To Paying Banking Etc I Park On Yellow Lines Most Times In Protest At Councils Current Policy Of Charging Blue Badge Holders
Visits To Library. Visits To Antiques Market (Much Truncated Since Councils Act Of Vandalism In Demolishing The Market Hall)
Poor Quality Of High St In General Complete High St An Eye Sore
Not Main Shopping As Having To Pay Parking Fees On Top Of Grocery Bill Makes It More Expensive. We Are Both On Pension And Pay Full Council Tax And Find Unfair.
Town centre car parking is severely restricted & grossly misused. Plus poorly monitored. The pay spaces are very well monitored. Windsor Street and Market Street car parks could quite easily and successfully be converted to barrier access and exit using the pay before you leave format like Asda, but with the 1st hour or 2 for free, incorporating more designated spaces. There is no objection to paying for a sensible service, (Asda is a joke) encouraging more disabled to shop in Bromsgrove instead of going elsewhere.

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OVERVIEW AND SCRUTINY BOARD

Date: 10th September 2012

MAKING EXPERIENCES COUNT - QUARTERLY COMPLAINTS REPORT

Relevant Portfolio Holder	Cllr Mark Bullivant
Portfolio Holder Consulted	√
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report provides the Board with customer feedback data for the first quarter of 2012/13

2. RECOMMENDATIONS

The Board is asked to note the contents of the report.

3. KEY ISSUES

- 3.1 The Planning Policy Task Group recommended that Overview and Scrutiny Board receive a quarterly report giving details of customer feedback. This is the report for the 1st quarter of 2012/13 and details complaints and compliments, including Local Government Ombudsman complaints and information on how well we have handled these within the timescales we aim for.

There are no targets in respect of numbers of complaints and compliments as enforcing targets can lead to complaints not being recorded and compliments being solicited in order to meet targets which are have little meaning. Instead we focus on learning from the feedback we receive.

- 3.2 The report also provides an update on other customer service related matters, such as training provision and a recent mystery shopping exercise as requested at the meeting of the 18th June 2012.

Financial Implications

- 3.3 There are no direct financial implications.

Legal Implications

- 3.4 There are no specific legal issues arising from this report. Any legal issues arising from complaints are dealt with on a case by case basis.

OVERVIEW AND SCRUTINY BOARD

Date: 10th September 2012

Service/Operational Implications

- 3.5 The Every Customer, Every Time, Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer service provision and improving the customer experience when having contact with the Council.
- 3.6 Quarterly reporting is intended to ensure Members are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.7 Good customer service improves value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

Customer / Equalities and Diversity Implications

- 3.8 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints, act on the issues raised and report on them. Customer feedback is a valuable tool for understanding what is going well, and what not so well, within the organisation. These form vital information for all transformation reviews.
- 3.9 Measures provide us with useful information about what is happening in our organisation and help us to understand where changes may impact.
- 3.10 Although led by the Head of Customer Services, the customer experience strategy applies to all services and progress against the action plan involves offices from many services working together to the benefit of customers.

4. RISK MANAGEMENT

- 4.1 It is important to analyse the Council's complaints or compliments and for the Council to identify whether there are any trends which need to be addressed and any lessons learned in order to improve the Council performance and service to the customer.
- 4.2 Failure to monitor actions in respect of the customer experience strategy could result in failure to progress.

5. APPENDICES

**Appendix 1 - Making Experiences Count - Quarterly Customer
Feedback Report Quarter 1 2012/13**

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**EVERY CUSTOMER, EVERY TIME -
“Everybody Matters”**

**Making Experiences Count
Quarterly Customer Service Report**

BROMSGROVE DISTRICT COUNCIL

1st April 2012 – 30th June 2012



Bromsgrove
District Council

www.bromsgrove.gov.uk

1. Introduction

This report provides some of the key customer service information for the organisation, including:-

- analysis of the complaints and compliments received during this quarter and any other relevant feedback.
- Customer Service Centre management information, including transactional statistics for information; and
- customer satisfaction.

It also includes feedback on a recent mystery shopping exercise and customer care training.

2. Customer Feedback Analysis

43 complaints were received during this quarter, with 26 of them (60%) answered in 15 working days or less. 15 complaints took longer than 15 working days to respond to and details of these complaints are detailed below. Sometimes it is possible to resolve a complaint on the spot and that happened in 4 cases this quarter. 2 cases are still outstanding. These are being addressed but are lengthy and complex, ongoing cases. We also received 21 compliments.

We categorise complaints as:-

- 'upheld', where we are totally in the wrong, have made a mistake or could have done something better;
- 'partially upheld' where we can see that we were partly in the wrong but that there are also issues over which we either had no control or could not have acted differently; and
- 'not upheld' where our investigation shows that we have acted appropriately, or could not have done anything more.

22 (51%) complaints were considered to be upheld or partial upheld as we could have done better.

The majority of complaints received this quarter had several factors in common which were:

- Not doing what we have said we will do.
- Giving customers incorrect or confusing information.
- Not responding to customers calls and queries.
- Delays in taking action.
- Not having any empathy or respect for customers.

These are issues that we are addressing by:

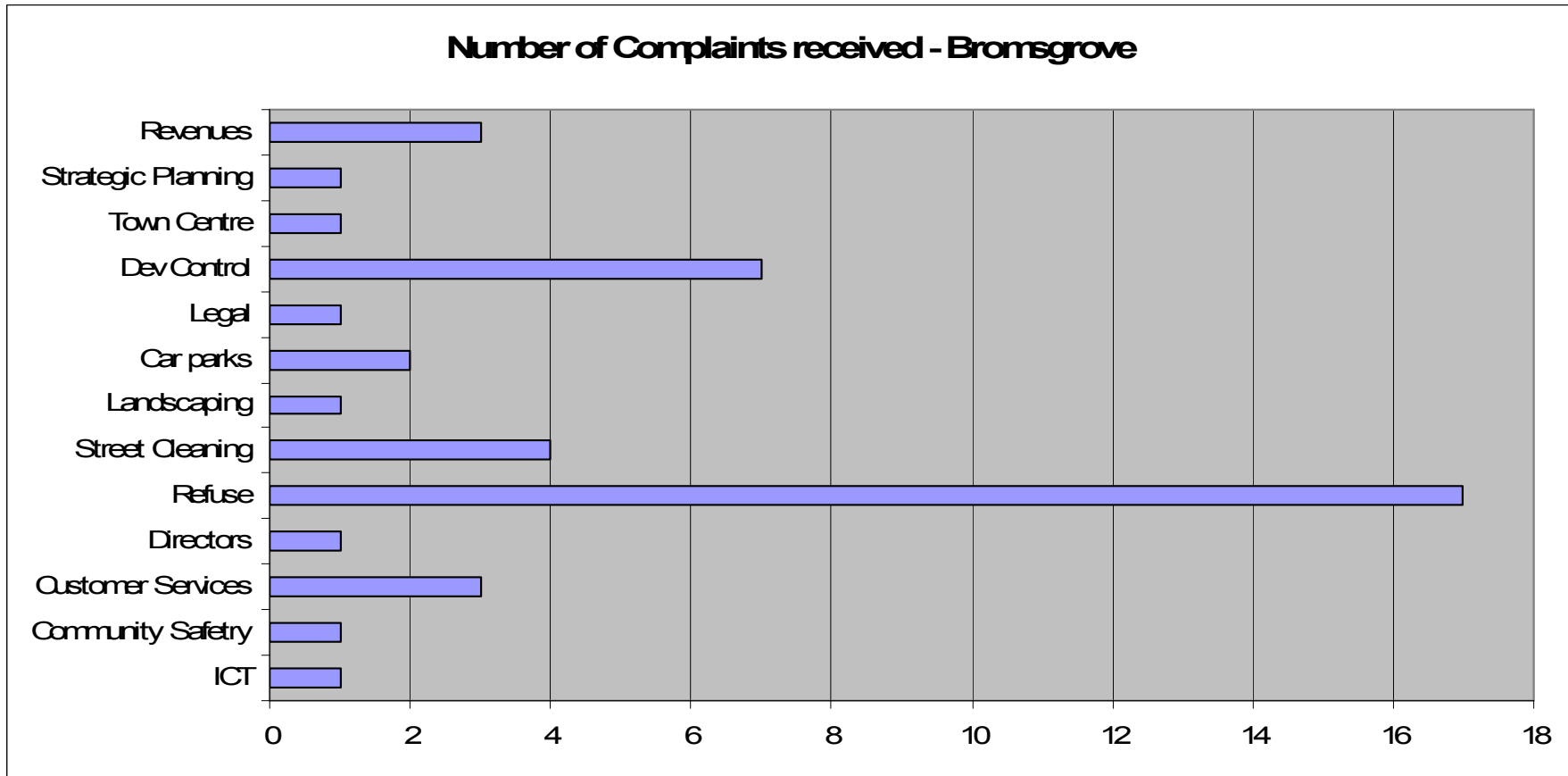
- arranging small workshops with teams to discuss customer service issues and then delivering training tailored to their needs.
- Staff briefings have been held to highlight common causes of complaint and how we can improve our customer care.
- Later this year we have arranged a series of courses for managers designed to develop their coaching and communications skills in customer care.

The main trend identified relates to waste collection and the return of bins to the place expected by the customer. The relevant Managers are addressing this matter directly with the crews, and it is an issue that has been picked up by the transformation team as it drives in failure demand.

The following table shows a breakdown of the complaints and compliments received by department.

Department	Compliments	Complaints	Responded to within 15 working days	Complaint upheld or partially upheld	Complaint not upheld	Still open
Business Transformation	0	1	1	1	0	0
Community Services	2	1	0	1	0	0
Customer Services	7	3	3	1	2	0
Directors	0	1	1	0	1	0
Environmental Services	7	24	16	14	9	1
Legal and Democratic Services	0	1	1	0	1	0
Leisure and Culture	2	0	0	0	0	0
Planning and Regeneration	3	9	3	3	5	1
Resources	0	3	1	3	0	0
Totals	21	43	26	23	18	2

Number of Complaints by service (detailed)



Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days. 26 (60%) of complaints received during this quarter were dealt with within that timeframe. Where it has taken us longer to respond than expected (15 cases), customers were informed that there would be a delay in responding.

Where delays have occurred this tended to be due to the case being complex, or involving various parties. On a number of occasions the case was not properly closed down on the system and staff have been given further guidance on the use of the recording software. There are no obvious trends within any department of failure to address complaints. The following table provides details of all complaints received and closed during last quarter.

Complaint details	Outcome of investigation	Action taken	Days taken to respond
Business Transformation			
Customer unhappy that the planning portal keeps going off line.	Upheld	Apology given and customer updated on planned works to portal.	6 days
Community Services			
Complaint about inaction by the Council relating to illegal sale of cars on the public highway.	Partially Upheld	Although the matter in question had been properly dealt with and information provided to the customer, some emails from the customer were not responded to in a timely fashion and deadlines given for a response was missed.	18 days Complex investigation, involving various officers
Customer Services			
Customer concerned about numerous issues regarding the Council performance.	Not upheld	Head of Customer Services had lengthy conversation with the customer to explain situation. The customer did not understand various processes and made various requests which were unachievable.	Day received
Customer had an accident when a Market Traders A blew over, and had wanted the insurance information for the stall holder. Customer felt that the CSC were being unhelpful as they couldn't provide the information and advised that this was a matter the customer	Not upheld	Head of Customer Services rang the customer to explain our situation. Customer had already been provided with the relevant information and the CSC were correct in that there was nothing more that the Council could do. Customer	Day received

must take up directly with the stallholder via own legal advisor.		accepted that it was a private matter for her to resolve with the stallholder's insurance company.	
Customer unhappy with blue badge process and the way her father was treated.	Partially upheld	Apology given. Although the member of staff had followed the proper process the customer could have been given clearer information about the process and changes made, and helped to understand those changes. This will be addressed in training sessions.	7 days
Directors			
Customer very unhappy that the Directors at BDC have been given pay rises when others have had pay cuts	Not upheld	Customer contacted and informed that this was untrue and situation explained.	11 days
Environmental Services			
Complaint about Council van parked outside toilets and litter bins in High Street.	Partially Upheld	Customer was contacted and situation and cleaning programme explained. Van will be parked in a safer place in future.	17 days Case not closed down on correct date
Customer unhappy that bins keep being left in her drive after collections.	Upheld	Apology given, crews instructed, and this will be monitored.	10 days
Customer rang to say that she had witnessed a female refuse collector driving whilst on her mobile telephone.	Partially Upheld	Apology given and staff member given instructions about taking calls whilst driving.	26 days Staff member involved on leave
Customer unhappy about the quality of grass cutting.	Not upheld	Customer visited and grass cutting programme explained.	2 days
Customer emailed to complain about having to pay for two car parking tickets as the machine didn't register her money.	Upheld	Apology given and money refunded. Machine has been checked and repaired.	20 days Error on complaint assignment

Customer unhappy that her bin collections keeps being missed.	Not upheld	After investigation it was found that she was not placing the bin at the kerbside so this was explained to the customer.	5 days
Customer unhappy about the amount of litter in Wythall and that it doesn't seem to have been cleaned in the last two years.	Not upheld	No evidence to support the customers views but the team will be working with the Enforcement Team to monitor this situation	16 days Officer on leave
Customer unhappy that her bin hadn't been emptied properly.	Upheld	Apology given and bin emptied 30 minutes after complaint was received.	2 days
Customer unhappy that bins are not replaced properly after collection.	Upheld	Apology given and crews instructed to monitor this.	15 days
Customer complained that his wheelie bin has again been left in the middle of his drive stopping him from pulling onto it when he got home. He lives on a very busy road and it is dangerous not being able to just drive in off the road.	Upheld	Apology given and crew have been reminded to leave the bin a safe position. This will be monitored.	26 days Case not closed down on correct date
Customer unhappy that his bin is not being returned to his property even though he has reported this several times.	Not upheld	Apology given although the customer was putting his bin out in a strange position.	14 days
Customer unhappy that his brown bin keeps being missed even though he had paid for it.	Not upheld	After investigation it was found that the customer had not placed the sticker on the bin so this was explained to him.	11 days
Customer unhappy that Euro bin belonging to company next door is not being placed back properly and causing problems when he tries to access his office.	Upheld	Apology given and crews instructed to replace bin to the proper place.	10 days

Customer unhappy that her bins keep being missed.	Upheld	Apology given. Access problems to flat discussed and new bin collection place agreed.	8 days
Customer unhappy that his car park fine was rejected and the delay in response to his letter.	Partially upheld	Apology given, although parking fines are not a matter that can be addressed through the corporate complaints system.	11 days
Customer unhappy that his recycling bin was rejected for no reason.	Not upheld	Customer put the wrong bin out – this was explained to him.	2 days
Customer unhappy that refuse crews were causing access problems on his road.	Upheld	Apology given and crews instructed to make sure this doesn't happen again.	Day received
Customer unhappy that he has requested his road to be cleaned 4 times without success.	Not upheld	Roads were cleaned but on investigation it was found that dirt and debris were being caused by the customer's business so it has been passed to Enforcement.	14 days
Customer unhappy that her assisted collection keeps being missed.	Upheld	Crew returned immediately to collect.	Same day
Customer unhappy that her bin was missed.	Not upheld	Crews reported that it was not out at time of collection.	2 days
Customer unhappy about lack of response from Street Cleaning Supervisor.	Upheld	This was due to staff changes and the customer has now been contacted and apology given.	10 days
Customer unhappy that his bin is being used to empty other peoples bins.	Not upheld	This is normal process but customer is upset by it so crew will change their method.	18 days Reason for delay unclear
Customer unhappy that her bins are not being replaced to the proper place	Upheld	Apology given and crews instructed to replace bin to the proper place.	20 days Reason for delay unclear

Legal and Democratic Services			
Customer unhappy with the way his complaint to the Standards Committee was handled.	Not upheld	Customer misunderstood the process- this was explained to him in depth.	1 day
Planning and Regeneration			
Customer wishes to make a formal complaint about the planning meeting where the application for Banner Homes to build on Fiery Hill Road, Barnt Green was discussed.	Not upheld	Customer did not fully understand the planning process. This was explained to him.	29 days Complex issue involving several teams.
Customer unhappy with the attitude of a planning officer and the way his application was handled	Upheld	Some aspects could have been handled better and these will be addressed in ongoing training- Apology given.	15 days
Agent feels he has been given inconsistent advice by the planners.	Not upheld	No evidence to justify this	13 days
Customer unhappy that he was not consulted about planned telecoms application.	Not upheld	Appropriate consultation had taken place so no evidence to justify this.	4 days
Customer unhappy about opening hours of a local take-away and lack of action to enforce planning conditions.	Upheld	Investigation was already ongoing. Apology was given for the delay in responding to his complaint and update given.	19 days Reason for delay unclear
Customer feels that he has not been given either a fair or reasonable opportunity to comment on a planning application and may have been disadvantaged. Customer requested clarification as to why he was not directly notified of an application of this type and magnitude. Customer feels the application has been obtained inappropriately due to misleading information being provided to the Council.	Not upheld	After investigation it was found that due process had been followed in all aspects of this application and a detailed letter was sent to the customer.	17 days Complex case requiring input from several teams

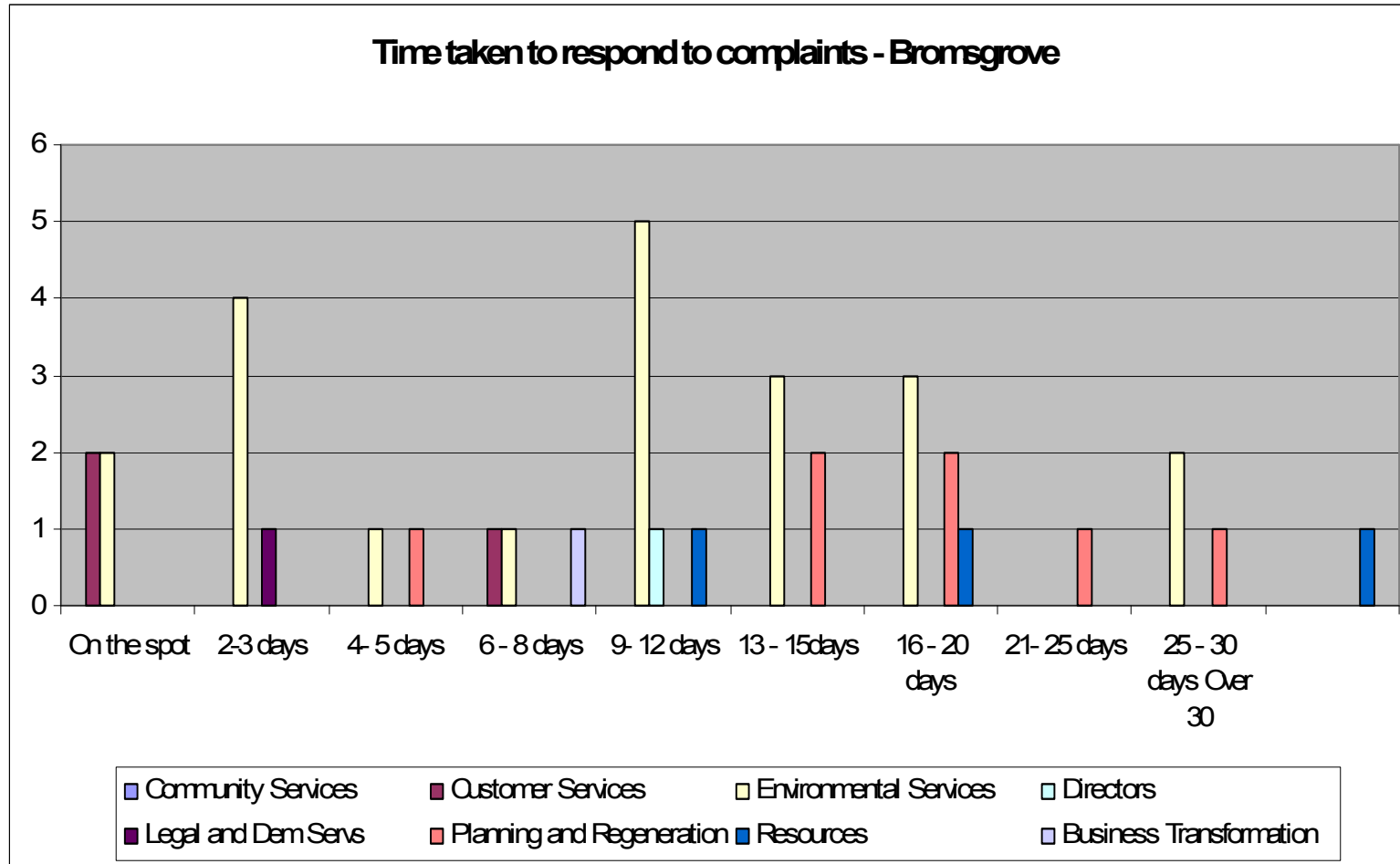
Customer feels that he has had a shambolic and appalling service from the planning team.	Not upheld	Letter sent to customer explaining the application process	21 days Reason for delay unclear
Customer unhappy that market trader may be affecting spouse's business.	Upheld	Apology given – new policy to be established	40 days Complex investigation
Resources			
Customer unhappy with the way a Council Tax team member spoke to him and his mother.	Upheld	Apology given to customer and member of staff concerned will be advised about customer care	16 days Case had been dealt with in time but wrong date entered
Customer unhappy that correspondence to his partner from the Council assumed that she was married and had moved address	Partially upheld	Council Tax had received an anonymous report saying that this customer was not declaring her new circumstances. This was not investigated until a couple of months later which led to the mistake. Apology and explanation given	16 days Case had been dealt with in time but wrong date entered
Customer unhappy with calculations for his benefit claim	Partially upheld	Apology given - this will be discussed at staff meetings and training given where required	12 days

Time taken to respond to complaints by service.

The following chart shows the breakdown of all complaints by response time. This suggests that the end to end time for responding to complaints is generally based on the nature of the service rather than any one service dealing with complaints in an unsatisfactory way.

Some complaints can usually be dealt with either on the spot or within a couple of days. The vast majority of Environmental Services complaints are dealt with within 6 to 8 days. Complaints for the Planning and Resources Services (Planning Applications, Council Tax and Benefits included) can be more complex and as a result often take longer to address.

Time taken to respond to complaints by service



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

Some of the changes made as a result of complaints received this quarter include:

- Benefits staff to be provided with further updates about changes in benefit calculations.
- Refuse supervisor looking at ways to improve continuity of information to crews
- Additional training has been delivered to CSA’s to update/remind them on processes and procedures

Number of complaint escalated to Head of Customer Services

There were two complaints escalated to the Head of Customer Services for further investigation or action.

Case 1 related to Refuse and Recycling. The customer was unhappy with the response to his complaint about the new vehicle for collecting garden waste, and the advise provide with regard to weight restrictions. After investigation it was felt that we could not meet the customer’s expectations. The guidance and reason for this was fully explained and the complaint was not upheld.

Case 2 related to Planning. The customer was unhappy about the response he received to his complaint about a member of staff dealing with his planning application. This has been reinvestigated by the Head of Customer Services, and a meeting arranged to discuss the customers concerns further.

Happy Customers!

From the compliments received we can see that customers appreciate the range of services the Council provides and when we deal with their requests in a timely and professional manner. Here are some of the compliments we have received.

Team	Compliment Detail
Shop Mobility	Thank you for arranging the van for the scooter to be delivered .Many thanks for your helpfulness. If there were more people like you, the world would be a nicer place
Customer Services	Thank you for the service provided when coming in for her Blue Badge and finding her hearing aid.
Customer Services	Customer was very impressed with the efficient service he received whilst contacting Customer Services. He stated what a good service we provided, he had been able to deal with all his enquiries/requests all in one go over the phone.
Refuse	Thank you for the quick service after I reported a lost brown bin 2 days ago and was pleasantly surprised that it was delivered today alongside the blue sticker.
Street Cleansing	Customer wants to thank the street cleansing team for a speedy response to his request for a small sweeper.

Arts Events	Customer very happy about the party in Sanders Park. She had a really wonderful time, the children loved making crowns and dancing to the music, even trying some of games. It was a real success.
Sports Development	Customer would like to thank instructors for all the motivation and knowledge they gave her during the 12 week course, and catch up sessions.
Development Control	Very impressed with the speed and quality of service provided by Land Charges.
Revenues	Very helpful service received from Council Tax officer.

3 Local Government Ombudsman Complaints

There was one complaint referred from the Ombudsman this quarter. This related to a disabled facility grant issue. The customer felt that the Council had unfairly delayed making a decision and have no proper process to verify claims for this grant. The Council is awaiting the decision from the Ombudsman investigator on this matter.

4. Customer Service Centre Information

The section provides some statistical data in respect of the service provided at the Customer Service Centres (CSC) for information only. The purpose of the Customer Services team is **to help resolve customer's problems or requests**. We use measures rather than targets to assess what is happening in the service and this section includes some transactional data.

Customer numbers

The following table shows the numbers of customer enquiries dealt with by the Customer Service Team:

	1 st quarter 2011/12	4 th quarter 2011/12	Totals for 2011/12	1 st Quarter 2012/13
Face to face enquiries	3,528	3,774	14,121	3,478
Telephone enquiries	27,601	23,416	104,068	20,176
Email enquiries	1,005	257	3,496	322
Payments	6,923	5,372	26,100	6,073
Total customer contacts	39,057	32,819	147,785	30,049

5. Customer Satisfaction

The majority of problems or requests received by customer service staff are handed over to someone else within the organisation to resolve. We have established a scheme to gain feedback from customers, who have recently made contact with us, on how well the organisation (or a part of it) responded to customer's problems. During this quarter we made contact with 38 customers, who had made contact with us with issues relating to Council Tax. We received the following responses to our questions:

How was your enquiry handled by the customer services adviser?

Poor	Fair	Average	Good	Excellent
0	0	1	7	30

Was your enquiry resolved to your satisfaction by the council?

Yes	No
38	

6. Mystery Shopping

A mystery shopping exercise was carried out recently to assess how well services were responding to contact from customer via the telephone and email. This was carried out at no cost other than some staff time. Members of our customer focus group along with four external customers carried out the exercise. Due to the limit on resources available the exercise focused on telephone calls and emails for three service areas – Revenues, Benefits and Planning. Our 'shoppers' were given scenarios and checklists for the exercise. The scenarios were general queries which should be quick and easy to answer. The results for each service are given below.

Revenues Results

Telephone Calls	Number of Calls	Number Answered	Number of callers treated with respect/friendly attitude	Information given easy to understand	How many customers had to contact more than once
	10	10	10	9	0

Telephone calls to Revenues were answered by Customer Service Advisors and Revenues Officers. The mystery shoppers reported that all calls were handled in a professional manner, and no customers had to make a repeat call to get the information they wanted. They made the following comments:

- Could have provided more information, especially about how to access information on the website.
- I was made to feel comfortable.

Emails	Number of Emails	Number of Replies	Response friendly/respectful	Information- was it was requested/easy to understand	How many customers made contact more than once about the same email
	8	7	7	7	1 (2 times)

Emails were sent direct to the service area via revenues@bromsgrove.gov.uk. The mystery shoppers reported that:

- On one occasion no response was received and they had to chase for one twice before a responses was received;
- On all other occasions the responses was received promptly, and provided the information required in a respectful and friendly manner.

Benefits Results

Telephone Calls	Number of Calls	Number Answered	Number of callers treated with respect/friendly attitude	Information given easy to understand	How many customers had to contact more than once
	10	10	10	10	0

Telephone calls to Benefits were answered by Customer Service Advisors. The way that phone calls are answered has not yet changed significantly through transformation, other than that the calls are not taken by all staff but handled by one or two up-skilled members of the team.

Our shoppers were happy that they were handled in a professional manner and commented as follows:

- Very clear information and a very nice lady.
- I had to wait for nearly 2 minutes but I got the information I needed.
- Friendly efficient handling of call.

Emails	Number of Emails	Number of Replies	Response friendly/respectful	Information- was it was requested/easy to understand	How many customers made contact more than Once about the same email
	8	7	5	5	0

Emails were sent direct to service area via benefits@bromsgrove.gov.uk. One email was not responded to, and in a number of cases the reply was not as courteous as the mystery shopper would have expected and they did not answer their enquiries. The mystery shoppers made the following comments:

- I was supplied with a web link and a form but no other help was offered even though I had asked for it.
- Told me where I could get the info I needed but there was no personal touch and my names was not used.
- Still waiting for a response after 3 weeks.

The transformation of the revenues and benefits systems is taking into account how customer demand is handled, and the mystery shopping exercise will be repeated later in the year to review whether there has been any change in the level of service provided.

Planning Results

Telephone Calls	Number of Calls	Number Answered	Number of callers treated with respect/friendly attitude	Information given easy to understand	How many customers had to contact more than once
	10	8	8	8	2 (4 times and 2 times)

Mystery Shoppers were given names or numbers for the back office staff in the planning department to contact. The results show that making contact can be difficult but when through to an officer the Mystery Shoppers found staff to be helpful and professional. The comments received from the mystery shoppers were:

- I tried 4 times to contact them but gave up in the end. Once it was picked up after 3 rings but it was put back down again.
- My call went to voicemail, I left a message and the officer rang back next day and gave me lots of advice.
- I spoke to an officer who was very helpful even though my call wasn't for his team.
- My first call wasn't answered, it went to voicemail but I called later in the day and spoke to a very friendly lady.

Emails	Number of Emails	Number of Replies	Response friendly/respectful	Information- was it was requested/easy to understand	How many customers had to contact more than once
	8	7	5	5	0

Emails were sent to pec@bromsgrove.gov.uk. The mystery shoppers reported a lack of customer care in some cases. Their comments were as follows:

- I received a quick reply but it wasn't personal and didn't even give the name, number and organisation of the person responding.
- I got what looked like an automatic response but it didn't really answer my query.
- The response was very helpful and clear.

The Head of Planning and Regeneration has asked the Head of Customer Services to provide some officer support to help change the approach to customer care within the planning team. This will include support for a wide range of issues, from practical help to ensure phones are used to their full potential (e.g. group pick up of calls rather than phones left ringing), to assisting with how best to deal with complaints and other correspondence.

Conclusion

We can see from the results that the level of customer service is variable, depending on the channel used to make contact, or the service being contacted. Transformation work in all three services will be addressing such issues and the exercise will be repeated later this year to establish whether performance has changed at all.

7. Strategy Action Plan Progress

The Every Customer, Every Time Action Plan was updated to include recommendations from Overview and Scrutiny, specifically around further training for staff.

This section provides an update in respect of these, as well as information on training provided by the Customer Service team over the last 12 months.



Guidance and training

Customer Service guidance and training has been provided for all staff. A Customer Service handbook was produced and published early in 2011. This was launched through staff briefings with all staff in March/April 2011, led by the Head of Customer Services and highlighting all the key issues for staff. These were well received and supported.

This was then followed up with customer care training for all staff in the form of 90 minute training sessions which focused on providing excellent customer care, and gave tips and techniques for staff to help them meet our expectations. The trainer held 3 sessions for office staff and then tailored a specific session for depot staff to address specific needs for those staff who are not office based. The training for depot staff built on previous work done with the supervisors.

To complement this training and act as refresher staff briefings were held in July 2012. Run by the Customer Services Team these focused on some areas that still needed some improvement and were a light hearted way of getting the message across. These reminded staff of the expectations placed on them in respect of customer care provision as well as guidance on complaints handling, especially how to determine when and issue is a complaint and not just a request for service. These will be backed up by Customer Service staff attending Departmental Management and team meetings in the service to further discuss customer care and complaint handling.

Guidance has also been provided to managers to help them manage performance in respect of customer care. These skills will be further developed through a Leading and Coaching for Excellent Customer Services course to be held in August to October this year to help managers develop and manage customer service within their teams.

Customer centric writing courses were delivered with over 40 staff attending courses designed to improve how we communicate with customers.

All managers will also be required to attend non-discretionary advanced training designed to support them in producing customer-centric letters and other written communication, as well as identifying the issues to be addressed in letters/emails of complaint and how best to respond to those issue. This will be delivered in September/October 2012.

The Customer Services team has worked directly with a number of services to help them develop solutions to specific issues. These include:

- Bespoke complaints handling training;
- One to one training on the complaints tracking system;
- Advising on standard letter content;
- Working within transformation teams to develop customer focused service methods.

Amanda de Warr
Head of Customer Services
July 2012

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

10 SEPTEMBER 2012

APRIL - JUNE (QUARTER 1) FINANCE MONITORING REPORT 2012/13

Relevant Portfolio Holder	Cllr Roger Hollingworth
Relevant Head of Service	Teresa Kristunas Head of Finance and Resources
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To report to Overview & Scrutiny Board on the Council's financial position for the period April - June 2012 (Quarter 1 – 2012/13)

2. RECOMMENDATIONS

- 2.1 That Overview & Scrutiny Board note the current financial position on Revenue and Capital as detailed in the report.

3. KEY ISSUES

- 3.1 This report provides details of the financial information across the Council. The aim is to ensure officers and members can make informed and considered judgement of the overall position of the Council.
- 3.2 A separate finance report for each department plus a council summary is shown on the following pages.

Revenue Budget summary Quarter 1 (April – June) 2012/13 – Overall Council

Service Head	Revised Budget 2012/13 £'000	Budget April - June £'000	Actual spend April – June £'000	Variance to date April - June £'000
Environmental Services	4020	252	376	124
Community Services	2,481	421	342	-79
Pre-Regulatory Services	817	64	55	-9
Leisure & Cultural Services	1,979	501	484	-17

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Planning & Regeneration	1,051	93	149	56
Customer Services	-29	115	101	-14
Finance & Resources	2,097	491	462	-29
Legal, Equalities & Democratic Services	1,275	229	207	-22
Business Transformation	7	493	468	-25
Corporate Services	648	161	135	-26
SERVICE TOTAL	14,346	2,820	2,779	-41
Interest Payable	9	2	0	-2
Interest on Investments	-75	-18	0	18
COUNCIL SUMMARY	14,280	2,804	2,779	-25
Financial Commentary				
<ul style="list-style-type: none">At the end of quarter 1 and underspend of £25K has been identified by officers. The variances are detailed in the tables below.				

Capital Budget summary Quarter 1 (April - June) 2012/13 – Overall Council

Department	Revised Budget 2012/13 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance To date April – June £'000
Business Transformation	10	10	0	-10
Environmental Services	761	58	58	0
Planning & Regeneration	1,538	9	3	-6
Regulatory Services	116	0	0	0

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Community Services	1,102	275	229	-46
Leisure & Cultural Services	611	50	50	0
Budget for Support Services Recharges	100	25	25	0
Total	4,238	427	365	-62

Financial Commentary:

- There are no significant variances on capital at the end of the first quarter.

Environmental Services	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Environmental Services

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual spend April - June £'000	Variance to date April - June £'000
Waste Management Policy	-4	-1	0	1
Depot	13	253	252	-1
Car Parks / Civil Enforcement Parking	-576	-112	-31	81
Cemeteries	96	13	24	11
Highways	262	44	42	-2
Street Cleansing & Public Conveniences	1298	208	199	-9
Grounds Maintenance	612	99	85	-14
Transport & Waste	2319	-252	-195	57
TOTAL	4020	252	376	124

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<p>Financial Commentary</p> <ul style="list-style-type: none"> • Car parking income is lower than expected; officers believe this is partially due to the inclement weather conditions experienced so far this year. Actual ticket sales (footfall) reduced by 5101 across all sites, compared to the same period last year. The most significant reduction has been at Recreation Road North Car Park where individual ticket sales reduced by 3800, it is believed that people visiting the new medical centre are using either the medical centre's own car park, or Parkside which has shown an increase in footfall however not the extent that lost. • The variance to budget within cemeteries is due to reduced income. • Vacant posts in Grounds and Street Cleansing are providing short term savings, however these posts will be filled this year. • Officers are working to promote the trade waste and cesspool services to increase income.

Capital Budget summary Quarter 1 (April – June) 2012/13 Environmental Services

Service	Revised Budget 2012/13 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance To date April – June £'000
Depot Site Security	65	0	0	0
Vehicle & Equipment replacement programme	592	58	58	0
North Cemetery Phase 2	79	0	0	0
Cemetery Toilets	25	0	0	0
TOTAL	761	58	58	0
<p>Financial Commentary:</p> <ul style="list-style-type: none"> • Small plant has been ordered or delivered, the remaining vehicle purchases or additional freighters is planned for later in the year. 				

BROMSGROVE DISTRICT COUNCIL

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Community Services	Quarter 1 (April – June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Community Services

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual spend April – June £'000	Variance to date April - June £'000
Housing Strategy	1,764	224	207	-17
Community Safety & Transport	676	179	117	-62
Community Cohesion	41	18	18	0
TOTAL	2,482	421	342	-79

Financial Commentary

- Housing Strategy is showing a small underspend which is due to a manager vacancy within the department which is due to be filled shortly.
- There is an under-spend on Community Safety and Transport due to efficiency savings achieved by the shared provision of the CCTV and lifeline service

Capital Budget summary Quarter 1 (April – June) 2012/13 Community Services

Service	Revised Budget 2011/12 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance To date April – June £'000
Strategic Housing	1,102	275	229	-46
TOTAL	1,102	275	229	-46

Financial Commentary:

- Applications for Disabled facilities grants continue to be approved although as in previous years take up is slower at the beginning of the financial year.
- Expenditure has been incurred on the Perryfields Housing scheme into 12/13 which is progressing as planned to the 4 year development programme with BDHT.

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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Leisure and Cultural Services

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual spend April - June £'000	Variance to date April - June £'000
Parks & Open Spaces	440	19	18	-1
Allotments	50	0	0	0
Promotions	209	40	40	0
Sports & Recreation Development	281	24	19	-5
Property, Assets & Facilities Management	149	281	273	-8
Leisure Services	850	137	134	-3
TOTAL	1,979	501	484	-17
Financial Commentary <ul style="list-style-type: none">Running in line with the Shared Service business case and no major variances have arisen in the first quarter of 2012/13 within the service.				

Capital Budget summary Quarter 1 (April – June) 2012/13 Leisure and Cultural Services

Service	Revised Budget 2012/13 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance To date April – June £'000
Sports Facilities	379	50	50	0
Sanders Park	60	0	0	0
Play Areas	118	0	0	0
Other Schemes	54	0	0	0

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TOTAL	611	50	50	0
Financial Commentary: Additional funding has been secured from County and a grant offered by the Rotary club to further improve Sanders Park, this money is specifically for Sanders Park officers recommend that the budget is increased to reflect these contributions.				

Planning and Regeneration	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Planning and Regeneration

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual spend April - June £'000	Variance to date April - June £'000
Building Control	-40	-37	-32	5
Development Control	376	-7	45	52
Strategic Planning	440	90	86	-4
Economic & Tourism Development	244	45	40	-5
Emergency Planning	10	3	3	0
Land Charges	-75	-27	-16	11
Town Centre Development	96	26	23	-3
TOTAL	1,051	93	149	56

Financial Commentary; <ul style="list-style-type: none">• Income from planning application fees is lower than budgeted levels, which has resulted in an overspend within Development Control.• The overspend within Land Charges is due to income from search fees being lower than budgeted levels and a legislative requirement stating that any income in excess of expenditure must be reinvested within the service.

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Capital Budget summary Quarter 1(April – June) 2012/13 Planning and Regeneration

Service	Revised Budget 2012/13 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance To date April – June £'000
Town Centre Development - Project Management	38	9	0	-9
Town Centre Development – Public Realm	1,000	0	0	0
Parkside school - new offices	500	0	0	0
TOTAL	1,538	9	0	-9

Financial Commentary:

- Worcestershire County Council have not yet invoiced any project management costs for 2012/13.
- Work has started on the Public Realm but no costs have yet been incurred as at Quarter 1.

Regulatory - Client	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Regulatory Client

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000
Environmental Health	994	91	83	-8
Licensing	-177	-27	28	-1
TOTAL	817	64	55	-9

Financial Commentary:

- . Environmental Health transferred to Regulatory Services 1st June 2010.

BROMSGROVE DISTRICT COUNCIL

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Worcestershire Regulatory Services	Quarter 1 (April - June) 2012/13
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The main revenue expenditure relating to Regulatory Services is reported on a quarterly basis to the Joint Committee and reflects the total costs associated with providing the service across all of the participating Councils.

Capital Budget summary Quarter 1 (April – June) 2012/13 Regulatory Services

Service	Revised Budget 2012/13 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance To date April – June £'000
Worcestershire Enhanced Two Tier Programme (WETT)	116	0	0	0
TOTAL	116	0	0	0

Financial Commentary:

- The expenditure is jointly funded by all partners to the Joint Committee in accordance with the business case. The budget for 12/13 is £1,049k, BDC share at 11.05% £116k

Customer Services	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Customer Services

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual spend April - June £'000	Variance to date April - June £'000
Customer Services	-29	115	101	-14
TOTAL	-29	115	101	-14

Financial Commentary;

The underspend within Customer Services is due to a number of vacancies within the department.

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Finance and Resources	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Finance and Resources

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual spend April - June £'000	Variance to date April - June £'000
Central Overheads	865	216	216	0
Accounts & Financial Mgmt	55	154	148	-6
Human Resources & Welfare	0	53	50	-3
Grants & Donations	96	80	78	-2
Revenues & Benefits	1,081	-12	-30	-18
TOTAL	2,097	491	462	-29

Financial Commentary

- The underspend within the Revenues and Benefits section is due to a number of vacancies within the department.

Legal, Equalities and Democratic Services	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Legal, Equalities and Democratic Services

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April – June £'000	Actual spend April - June £'000	Variance to date April - June £'000
CMT	0	12	12	0
Democratic Services & Member Support	1,104	119	110	-9
Elections & Electoral Services	164	32	21	-11
Legal Advice & Services	7	66	64	-2
TOTAL	1,275	229	207	-22

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

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Financial Commentary; <ul style="list-style-type: none">• There are no other major variances that have arisen in the first quarter of 2011/12 within the service.
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Business Transformation	Quarter 1 (April - June) 2012/13
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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Business Transformation

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual Spend April - June £'000	Variance to date April - June £'000
IT Services	7	446	426	-20
Business Transformation	0	15	14	-1
Policy & Performance	0	32	28	-4
TOTAL	7	493	468	-25

Financial Commentary <ul style="list-style-type: none">• The underspend within the department is mainly due to vacancies within the department but this is due to utilised in quarter 2
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Capital Budget summary Quarter 1 (April – June) 2012/13 Business Transformation

Service	Revised Budget 2012/13 £'000	Budget April – June £'000	Actual spend April – June £'000	Variance to date April – June £'000
Member ICT Facilities	10	10	0	-10
TOTAL	10	10	0	-10

Financial Commentary: <ul style="list-style-type: none">• Reviews are currently being made for the members IT requirements.
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BROMSGROVE DISTRICT COUNCIL

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Revenue Budget summary Quarter 1 (April – June) 2012/13 – Corporate Services

Service Head	Revised Budget 2012/13 £'000	Profiled Budget April - June £'000	Actual Spend April - June £'000	Variance to date April - June £'000
Corporate Resources	648	96	82	-14
Corporate Admin / Central Post / Printing	0	65	53	-12
TOTAL	648	161	135	-26
Financial Commentary				
<ul style="list-style-type: none">• There are some small underspends, which are expected, in the first quarter of 12/13 these will be utilised going into quarter 2				

3.3 Sundry Debtors

Sundry Debt is raised by the Council to ensure effective recovery of debts owing. The outstanding balance at 30/06/12 was £519k, net of credit balances (Balance to 31/03/12 was £455k) which includes:-

Type of Debt	Amount £'000
Car Parking Fines	12
Lifeline debts	39
Rents/Hire Charges	28
Building Regulations	2
Trade Waste and Cesspool emptying	67
Housing Schemes	25
Elections	14
Licensing	15
Shared Services	277
Garden Waste	27
Miscellaneous	13

The age of the debt is represented as follows:

Age of Debt	Balance as at 31/03/12 £'000	Balance as at 30/06/12 £'000
Under 30 days (not yet due)	334	264
Up to 1 month	18	156
1 – 2 months	7	6
3 – 6 months	50	46
Over 6 months	46	47

Debt recovery is originally carried out by the Exchequer Section with 2 reminders being sent to debtors. Debts over 90 days are currently under review and recovered by the legal team.

4. TREASURY MANAGEMENT

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

4.1 Credit Risk

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

The Council has not had and does not expect any default losses by any of its counterparties in relation to investments.

Due to market conditions the Council has reduced its credit risk for all new investments by only investing in the highest rated instruments and has shortened the allowable length of investments in order to reduce risk.

The credit criteria in respect of financial assets managed in-house by the Council are as follows:

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Financial Asset Category	Criteria (Fitch ratings)	Maximum Investment
Deposits with banks/building societies	Long Term: minimum 'A-'	£3million
Deposits with Debt Management Account – Deposit Facility (DMADF)		£no upper limit *

Fitch Ratings is an international credit rating agency (one of three nationally recognised rating agencies alongside Moody's and Standard & Poor's). Fitch Rating's long-term credit ratings are set up along a scale from 'AAA' to 'D' where 'AAA' designates the best quality companies, reliable and stable through to 'D' where the company has defaulted on obligations and Fitch believes that it will generally default on all or most of its obligations.

At 30 June short term investments comprise:

	31 March 2012 £000	30 June 2012 £000
Deposits with DMADF*	2,750	0
Deposits with Banks/Building Societies	6,000	12,200
Total		

- *Investments with the DMADF are guaranteed by HM Treasury. Following advice from the Council's treasury advisors, from a credit perspective no upper limit was imposed on investments with the DMADF.

4.2 Income from investments

An investment income target of £75k has been set for 2012/13 using a projected return rate of 0.75% – 1.50 %. During the past financial year bank base rates have remained 0.5% and current indications are projecting minimal upward movement for the short term.

In the 3 months to 30 June the Council received income from investments of £18k.

5. REVENUE BALANCES

5.1 Revenue Balances

The revenue balances brought forward at 1 April 2012 were £2.580m (subject to audit). Excluding the impact of any projected over or under spends it is anticipated that £113k will be transferred from balances during 2012/13 to fund revenue expenditure; giving a current projected balance at 31 March 2013 of £2.467m.

6. CAPITAL RECEIPTS

- 6.1 The Capital Programme was approved by Members in January 2012, the effect of the level of Capital Spend to 2014/15 on capital receipts is estimated below:

Capital Programme	2012/13 £'000	2013/14 £'000	2014/15 £'000
Balance b/fwd	3,358	896	-3961
Actual funding to date (April – June)	219	0	0
Estimated use for the remainder of the year	2,343	4,957	5,253
Received in year	100	100	100
Balance c/fwd	896	-3,961	-9,114

- 6.2 The figures in the above table include general capital receipts for the funding of projects throughout the District. In addition, an estimate of capital receipts has been made of £100k per annum in relation to any sales of assets. The opening capital receipts balance is subject to Audit by the Audit Commission.

7. LEGAL IMPLICATIONS

- 7.1 None

8. SERVICE/OPERATIONAL IMPLICATIONS

- 8.1 Already included above

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

- 9.1 Risk considerations covered in the report. There are no Health & Safety considerations

10. CUSTOMER IMPLICATIONS/EQUALITIES AND DIVERSITY IMPLICATIONS

10.1 Performance Improvement is a Council Objective

11. APPENDICES

Appendix 1 Virements to be approved by Cabinet.

12. BACKGROUND PAPERS

Available from Financial Services

13. KEY

None

AUTHORS OF REPORT

Sam Morgan Financial Services Manager
Kate Goldey Senior Business Support Officer

	Virement From:			Virement To:			
Is the virement for 2012/13 Only or for future years?	Account	Cost Centre	Amount £	Account	Cost Centre	Amount £	Reason for virement
Ongoing	D88 – Misc Expenses	CM99	29,000	A01 – Salaries	CC01	-29,000	Allocation of savings to correct service area

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Overview & Scrutiny Board

10th September 2012

QUARTERLY MONITORING OF WRITE OFFS – 1ST APRIL – 30TH JUN 2012

Relevant Portfolio Holder	Councillor Hollingsworth
Portfolio Holder Consulted	
Relevant Head of Service	Teresa Kristunas, Head of Finance & Resources
Wards Affected	All

1. SUMMARY OF PROPOSALS

- 1.1 Members are requested to consider the action taken by officers with respect to the write off of debts during the first quarter of 2012/13 and to note the profile and/or level of outstanding debt.

2. RECOMMENDATIONS

The Overview & Scrutiny Board is request to note the report.

3. KEY ISSUES

- 3.1. Members approved a revised Write Off Policy which changed the process for the reporting and approval process for the writing off of debts due to the Council. The revised Policy requires officers to report to members of the actual level of write offs and the profile of outstanding debt.

- 3.2. The current bad debts provisions are as follows:

	£
Housing Benefit	521,480
Council Tax	227,470
NDR	12,400
Sundry Debtors	<u>46,740</u>
Total	<u>808,090</u>

Financial Implications

- 3.3 The current bad debt provisions are adequate in relation to level of write offs and the level of outstanding debt.

Legal Implications

- 3.4. There are no legal implications.

Service / Operational Implications

- 3.5 No direct implications.

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Customer / Equalities and Diversity Implications

3.6. No direct implications.

4. RISK MANAGEMENT

There are no risks identified.

5. APPENDICES

Appendix 1 – Write offs 1st April 2012 – 30th June 2012

Appendix 2 - Aged Debt Profile for Sundry Debts Arrears

Council Tax Arrears and Business Rates Arrears as at 30th June 2012.

Appendix 3 – Write off of Overpaid Housing Benefit 1st April 2012 – 31st March 2012

6. BACKGROUND PAPERS

There are no background papers with this report.

AUTHORS OF REPORT

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Overview & Scrutiny Board

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Appendix 1

Write Offs of Council Tax and Non-Domestic Rates
1st April – 31st March 2012

Council Tax	Reason	01.04.12 to 30.06.12
		£
WOTH	Write Off Other	-90,402.28
WCOS	Write Off Costs	-5,392.06
SBWO	Small Balance Write Off	<u>-40.54</u>
	Total	<u>-95,834.88</u>

NDR	Reason	01.04.12 to 30.06.12
		£
WOBF	Write Off Bailiff Fees	-57.00
WOFF	Write Off	-147,116.18
WOLC	Write Off Liab Costs	-15.00
WOSC	Write Off Summons Costs	<u>-3,577.21</u>
	Total	<u>-150,765.39</u>

Note: future reports will contain more detail on the reasons for write off

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**Write Offs of Sundry Debtors -
1st April 2012 to 30th June 2012**

Sundry Debts	Reason	01/04/2012- 30/06/2012 £
GA	Gone Away	0.00
LB	Liquidation/Bankrupt	51.00
NFAV	No further Action due to value	3,013.35
D	Deceased	110.00
AWO	Auto write off under £1.00	3.85
LA	Legal Advised Write Off	931.72
PPAW	Part paid advised Write Off	4,568.84
	Total	8,678.76

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Appendix 2

Aged Debt profile for Sundry Debts - 1st April 2012 to 30th June 2012

Age	Sundry Debts
	£
1 – 30 days	195,341.14
31 - 60 days	29,288.89
61 – 90 days	181,228.82
90 days +	122,196.80
Total	528,055.65

Council Tax Arrears

**Council Tax Arrears Analysis as at
30/06/2012**

Year	Total £	Annual debit £
1997/98	3,810	
1998/99	5,524	
1999/00	13,095	25,836,407
2000/01	23,137	26,419,700
2001/02	33,799	29,487,929
2002/03	50,436	35,962,692
2003/04	48,158	40,922,548
2004/05	54,750	41,770,011
2005/06	96,880	44,059,868
2006/07	136,456	46,683,333
2007/08	141,646	49,061,780
2008/09	130,450	51,592,006
2009/10	150,404	53,577,097
2010/11	276,984	55,298,276
2011/12	<u>509,695</u>	55,399,069
	<u>1,675,224</u>	

Note: the above arrears figures will reduce over time.

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Appendix 3

Write off of Overpaid Housing Benefit – 1st April 2012 to 30th June 2012

Housing Benefit Write-Offs		
Reason	Amount £	No. of cases
Possible Write back	Nil	Nil
Deceased	142.97	1
Debt Relief Order	166.00	1
Bankruptcy	1802.48	1
Person Abroad	Nil	Nil
Hardship/Compassion	Nil	Nil
Not reasonable to recover	1976.50	1
Uneconomic to recover	707.77	4
Debt matching	Nil	Nil
Cannot trace	Nil	Nil
No prospect of recovery	Nil	Nil
Old debt – recovery options expired	1229.72	2
Totals	£6,025.44	10

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Updated Cabinet Response to the Overview and Scrutiny Task Group Planning Policy Report

Introduction

At the Cabinet meeting on 4th April 2012 consideration was given to the report of the Planning Policy Task Group. The Leader welcomed the Chairman of the Task Group, Councillor S. R. Colella to the meeting and invited him to introduce the report.

Councillor Colella gave background information on the purpose of the Task Group and explained that it had been set up to investigate the effectiveness of planning conditions and the enforcement of breaches of these conditions. The Task Group had used existing case studies to look at the effectiveness of planning conditions and the Council's Enforcement Policy and to suggest where improvements could be made.

The Cabinet considered each of the recommendations in turn. The Cabinet's response to some of the recommendations would require further consideration from the Overview and Scrutiny Board and therefore a final response, including implementation dates, was deferred an interim report was provided.

The Overview and Scrutiny Board subsequently approved revised recommendations 1(a), 3 and 6 from the Planning Policy Task Group and these were in turn considered by Cabinet on 4th July 2012.

Response to recommendations

Please find below responses to the recommendations contained within the scrutiny report:

Recommendation 1

That a mechanism be put in place to ensure that :

- (a) where conditions cannot be monitored within existing resources, an estimate of the resources required to monitor those conditions be clearly identified ;
- (b) the applicant be made aware at the earliest possible stage of the need to ensure that these conditions are adhered to and properly monitored in line with the conditions applied; and
- (c) where the planning officer recommends refusal of a planning application and the Planning Committee go against the recommendation, sufficient time should be given within the Planning Committee Meeting to discuss conditions.

Cabinet Response

- (a) there was concern that it may often be difficult to decide what additional resources would be appropriate and therefore to estimate that cost. In addition, whilst an estimate may be made the Council may not then have the resources to meet that cost. It was therefore felt that that this part of the recommendation should be referred back to the Overview and Scrutiny Board for further consideration;
- (b) this was agreed;
- (c) this was agreed;

Revised Recommendation 1(a)

That a mechanism be put in place to ensure that:

- (a) *where conditions have been attached to a planning application and monitoring is required then the Planning and Enforcement team should allow for this to be discharged fully to the required level of detail that the condition(s) specify within their work. This should be carried out, irrespective of the cost, to ensure that the conditions are met and where appropriate, enforced.*

(N.B. The lack of resources to enforce a condition on a planning application would not be sufficient to either refuse the application or to not include the condition if it was deemed a necessary part of the planning permission. It may be prudent to estimate the cost of monitoring or enforcement before a decision on an application is made, in order that a decision as to who meets that cost can be determined and to ensure that any monitoring is carried out effectively.)

Cabinet Further Response

The recommendation as amended was noted. It was still felt however there should be a mechanism whereby Planning officers would consult in advance with the Finance Department regarding the likely costs of enforcing particular conditions and the availability of a budget to meet these. In addition it was queried whether financial constraints on the Authority or the applicant would be a valid consideration when determining a planning application.

The Portfolio Holder for Planning undertook to discuss this further with the relevant officers.

Implementation Date: October 2012

Recommendation 2

- (a) that a review of the Bromsgrove Standard Planning Conditions be carried out as soon as practicably possible, but within six months of this report being presented to the Cabinet; and
- (b) that Planning officer training be formalised to ensure appropriate conditions are identified for routine and non-routine applications.

Cabinet Response

- (a) this was agreed; and
- (b) this was agreed but in addition it was felt that a suitable level of Member training in this regard should also be undertaken to assist Members in understanding the appropriateness of conditions.

Implementation Date: January 2013

Recommendation 3

That monitoring groups are not used in the future. However it is recognised that on occasion there may need to be some form of community engagement for larger more complex planning applications.

Cabinet Response

It was felt that there may be a place for monitoring groups in some circumstances and that in the past confusion had been caused because of the lack of proper terms of reference and reporting lines. This recommendation was therefore referred back to the Overview and Scrutiny Board with a request that consideration be given as to how any future monitoring group could be set up to work more effectively.

Revised Recommendation 3

It is recognised that on occasion there will be need for some form of community engagement for example a public meeting(s). This will act as a forum to improve lines of communication and is to be developed between senior officers and residents in respect of larger more complex planning applications. This would be a recommendation from the Planning Committee and reviewed periodically by that Committee.

Cabinet Further Response

This was agreed

Implementation Date: On going

Recommendation 4

That a detailed review of the Planning Enforcement Policy, which was adopted in April 2011 (as encouraged in Section 8 – Conclusion), be carried out giving particular attention to Sections 4 – Enforcement Procedures (Informal) and 7 – Council’s Commitment to Complainants.

Cabinet Response

This was agreed.

Implementation Date: this will form part of the on going Transformation process

Recommendation 5

That a case officer be appointed and remain responsible as the point of contact for each enforcement case to ensure continuity and an electronic case file be set up and open to view by colleagues and management.

Cabinet Response

This was agreed.

Implementation Date: this will form part of the on going Transformation process

Recommendation 6

That a mechanism be put in place in order for control systems to be developed to ensure enforcement cases are recorded and available upon request to Ward Members.

Cabinet Response

It was queried whether this information was already available and what advantage there would be in establishing a further mechanism. This recommendation was therefore referred back to the Overview and Scrutiny Board for further consideration.

Revised Recommendation 6

That a mechanism be put in place to ensure that enforcement cases are recorded and regularly up dated with a audit trail of actions and documents and correspondence on the electronic system accessible via the Council's 'Orb'.

Cabinet Response

This was agreed.

Implementation Date: this will form part of the on going Transformation process

Recommendation 7

That the Planning Committee receives a quarterly report in respect of all new and outstanding planning enforcement cases.

Cabinet Response

This was agreed.

Implementation Date: January 2013

Recommendation 8

That thorough the Transformation programme a review and mapping exercise be carried out in respect of the process post planning application approval stage and that the results of this be shared with the Overview and Scrutiny Board.

Cabinet Response

This was agreed.

Implementation Date: this is on going through the Transformation process

Recommendation 9

That the Internal Audit Report recommendations be supported and included within the Overview and Scrutiny Board's Quarterly Recommendation Tracker report to ensure that progress on the implementation is monitored in an appropriate and timely manner.

Cabinet Response

This was agreed.

Implementation Date: with immediate effect

Recommendation 10

That a quarterly report be made available to the Overview and Scrutiny Board to enable Members and officers to be aware of repeat or common themed compliments and complaints (in order to address such complaints).

Cabinet Response

This was agreed

Implementation Date: already implemented

Recommendation 11

That all Heads of Service ensure mechanisms are in place to ensure that when a service request escalates to the extent that there is or could be a critical failure of any nature, they are immediately made aware of the situation and

- (a) that Heads of Service ensure all staff are made aware of and understand the definitions of a complaint; and
- (b) that the Head of Customer Service provides additional guidance in respect of recording service requests which may also be a valid complaint.

Cabinet Response

This was agreed.

Implementation Date: work has commenced on this

Recommendation 12

That the Head of Customer Service and Human Resources work together to establish a mandatory management training programme to:

- (a) ensure that all managers of the Council are given support to enable them to respond, both verbally and in writing, to all customers in a timely and appropriate manner, with regular reviews of the success of such training carried out; and
- (b) ensure that the Overview and Scrutiny Board receive regular updates to ensure this has been implemented.

Cabinet Response

This was agreed.

Implementation Date: work has commenced on this

The Leader thanked the Task Group for their work to date in producing the report which had provoked a good discussion and some worthwhile recommendations. The Cabinet looked forward to receiving the further comments of the Overview and Scrutiny Board on the issues the Cabinet had referred back for further consideration.

At Cabinet on 4th July 2012 the Leader thanked the Task Group and the Overview and Scrutiny Board for their further consideration of the three recommendations which had been referred back.

Councillor Kit Taylor - Portfolio Holder for Planning.

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- 1 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 16 JULY 2012

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
<p>Item 4: Joint Service Review – The Future Configuration of Acute Services in Worcestershire</p> <p align="center">Page 137</p>	<p>The Board received a presentation from representatives of the Worcestershire Acute Health Trust (WAHT) regarding the current joint service review. A couple of additional pieces of information were requested for the Board’s consideration.</p>	<p>The following actions were agreed:</p> <p>a) written responses to be provided by the WAHT representatives in response to the Board’s questions and circulated for Members’ consideration; and</p> <p>b) the statistics requested in response to the Board’s seventh question to be presented in the next five days alongside a narrative to provide context for the data and to be circulated for Members’ consideration.</p>	<p>Democratic Services Officer (DSO)</p> <p>DSO</p>	<p>Not specified</p> <p>By 24/07/12</p>	<p>Will be available in November 2012.</p> <p>COMPLETED - Emailed to Members 09/08/12</p>

- 2 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 16 JULY 2012

<p>Item 5: Countywide Homelessness Strategy Report – Pre-Scrutiny</p>	<p>Members received a presentation on the subject of the Countywide Joint Homelessness Strategy 2012-17 for pre-decision scrutiny.</p>	<p>Officers to provide further information about the reasons for the relatively high number of young people living in (BDHT) sheltered accommodation.</p>	<p>Housing Strategy and Enabling Team Leader.</p>	<p>Not specified.</p>	<p>COMPLETED - Response emailed to Members 10/08/12</p>
<p>Item 6: Corporate Performance Monitoring Report Quarter four 2011/12</p> <p align="center">Page 138</p>	<p>Members considered the Corporate Performance Monitoring Report for the quarter ending 31st March 2012. A number of actions were requested.</p>	<p>The following actions were requested:</p> <p>a) Members expressed concerns about the declining use of car parks in the town centre. Officers were asked to circulate further information about the implications of this decline in use on the Council's financial position (particularly revenue);</p> <p>b) Officers were asked to clarify whether the levy charged at car parks in the town centre had recently increased and, if so, how current charges compared to previous charges;</p>	<p>Car parking lead Officer for Bromsgrove (DSO to circulate).</p> <p>Director of Finance and Corporate Resources, Head of Finance and Resources and Bromsgrove's car parks' lead (DSO to circulate).</p>	<p>Not specified.</p> <p>Not specified.</p>	

- 3 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 16 JULY 2012

		<p>c) Officers were asked to provide further information about the marketing campaign that is being jointly developed by BDC and Wychavon District Council for local car parks;</p> <p>d) Members noted that usage of the Artrix continued to rise. Officers were asked to clarify whether in this context there was the potential to review Bromsgrove District Council's (BDC) financial support for the Artrix;</p> <p>e) Members raised concerns about a decline in performance in the number of invoices paid by the Council within 30 days of receipt. Officers were asked to circulate further information about this situation for</p>	<p>Car park lead officer (DSO to circulate).</p> <p>Head of Leisure and Cultural Services (DSO to circulate response).</p> <p>Director of Finance and Corporate Resources, Head of Finance and Resources and Financial Services Manager.</p>	<p>Prior to consideration of further information about the marketing campaign by the Cabinet.</p> <p>Not specified.</p> <p>Not specified.</p>	<p>COMPLETED - Response emailed to Members 10/08/12</p>
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- 4 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 16 JULY 2012

<p align="center">Page 140</p>		<p>Members' consideration; and</p> <p>f) Members commented that the report referred to two indicators that related to air quality and climate change and noted that these indicators did not appear to have been monitored in the appendices. Officers were asked to clarify what these indicators are and how the Council is performing in relation to these indicators.</p>	<p>Climate Change Manager</p>	<p>Not specified.</p>	
<p>Item 7: Sickness Absence Performance and Health Quarter Four Report</p>	<p>The group considered the Sickness Absence Performance and Health report for the fourth quarter of 2011/12. A couple of actions were requested.</p>	<p>The following actions were requested:</p> <p>a) Officers were asked to clarify whether sickness absence of long-term agency staff was taken into account in the figures for the sickness absence report and if not, the reasons for not including this</p>	<p>Head of Environmental Services.</p>	<p>Not specified.</p>	<p>COMPLETED - Response emailed to Members 10/08/12</p>

- 5 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 16 JULY 2012

		<p>information. This question was raised with particular emphasis on sickness absences within Environmental Services; and</p> <p>b) In respect of the categories of sickness detailed in the pie chart at 3.3 of the report an explanation in respect of “unknown”.</p>	<p>Acting Shared Human Resources & Organisational Development Manager</p>		<p>COMPLETED - Response emailed to Members 10/08/12</p>
<p>Item 8: Forward Plan of Key Decisions 1st July to 31st October 2012</p>	<p>Members considered the latest edition of the Forward Plan.</p>	<p>The following actions were requested:</p> <p>a) Officers to clarify the reasons why consideration of the Fly Posting Policy by the Cabinet has been postponed on the Forward Plan; and</p> <p>b) Officers to clarify the reasons why consideration of the Land Disposal Policy has been postponed on the Forward Plan.</p>	<p>Head of Environmental Services, Environmental Services Manager and Senior Community Safety Officer.</p> <p>Head of Finance and Resources.</p>	<p>Not specified.</p> <p>Not specified.</p>	

OVERVIEW & SCRUTINY BOARD

WORK PROGRAMME

2012-13

This Work Programme consists of two sections: Items for future meetings (including updates) and Task Group Reviews.

RECOMMENDATION:

(a) To consider and agree the work programme and update it accordingly.

ITEMS FOR FUTURE MEETINGS

Date of Meeting	Subject	Other Information
10th September 2012	Scrutiny of Crime & Disorder Partnerships – Introduction to the Work of the North Worcestershire Community Safety Partnership	Deferred from July meeting – pending first meeting of the new partnership.
	Topic Proposal – Role of the Community Safety Partnership	Submitted by a member of the public
	LSP – Presentation on the role of the LSP (1 of 2)	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Disposal of Stock and any Claw back Clause - BDHT	Requested following meeting of 23rd April 2012
	Progress report on the impact of the Government Welfare Reforms	Update requested following meeting 23rd April 2012
	Quarter 1 Finance Monitoring Report	
	Quarter 1 Write Off of Debts Report	
	Making Experiences Count Quarter 1 Report	
	Cabinet Response to the Planning Policy Task Group Report	
	WCC Health Overview & Scrutiny Committee	
	Overview & Scrutiny Work Programme 2012-13	
	Forward Plan (for information)	
	22nd October 2012	Quarter 1 Performance Monitoring Report
Quarter 1 Sickness Absence Performance and Health Report		
LSP – Presentation on the role of the LSP		Topic Proposal

Date of Meeting	Subject	Other Information
	(2 of 2)	submitted and agreed at meeting on 16th July 2012
	CCTV Shared Service - Presentation on the role of the CCTV Team	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Quarterly Summary of Environmental Enforcement Action Taken (1 st April to 30 th June 2012)	Requested following meeting 23rd April 2012
	Overview and Scrutiny board Quarterly Recommendation Tracker	
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Forward Plan (for information)	
19th November 2012	Quarter 2 Finance Monitoring Report	
	Quarter 2 Write Off of Debts Report	
	Impact of the Localism Act on Bromsgrove District 1 of 2 meetings	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Shared Services – are they Value for Money? Internal Audit 1 of 3 meetings	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Sickness Absence Performance and Health for Period ended 30th September 2012	
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Forward Plan (for information)	
4th December 2012 (Tuesday 5.00 p.m.) TBC	Budget Scrutiny (Informal meeting)	
17th December 2012	Shared Services – are they Value for Money? Building Control 2 of 3 meetings	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Impact of the Localism Act on Bromsgrove District	Topic Proposal submitted and agreed at meeting on 16th July

Date of Meeting	Subject	Other Information
	2 of 2 meetings	2012
	Making Experiences Count Quarter 2 Report	
	Quarter 2 Performance Monitoring Report	
	Homelessness Grants 2012/13 – Update Report	Update requested following meeting 27th February 2012
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Overview & Scrutiny Work Programme 2012-13	
	Forward Plan (for information)	
8th January 2013 (Tuesday 5.00 p.m.) TBC	Budget Scrutiny	
21st January 2013	Quarterly Summary of Environmental Enforcement Action Taken (1st July to 30th September 2012)	Update requested following meeting 23rd April 2012
	Shared Services – are they Value for Money? Property Services	Topic Proposal submitted and agreed at meeting on 16th July 2012
	3 of 3 meetings	
	The Work of Regulatory Services 1 of 3 meetings	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Overview and Scrutiny Board Quarterly Recommendation Tracker	
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Forward Plan (for information)	
25th February 2013	Quarter 3 Finance Monitoring Report	
	Quarter 3 Write Off Of Debts Report	
	The Work of Regulatory Services 2 of 3 meetings	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Sickness Absence Performance and Health for Period ended 31st December 2012	
	WCC Health Overview & Scrutiny Committee	

Date of Meeting	Subject	Other Information
	Actions List	
	Forward Plan (for information)	
26th March 2013 (Tuesday)	Council Plan	
	The Work of Regulatory Services 3 of 3 meetings	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Making Experiences Count Quarter 3 Report	
	Quarter 3 Performance Monitoring Report	
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Overview & Scrutiny Work Programme 2012-13	
	Forward Plan (for information)	
22nd April 2013	Planning Policy Task Group 12 Month Review	
	Quarterly Summary of Environmental Enforcement Action Taken (1st October to 30th December 2012)	Update requested following meeting 23rd April 2012
	Overview and Scrutiny Board Quarterly Recommendation Tracker	
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Forward Plan (for information)	

Budget Meeting Dates (Provisional)

4th December 2012 – 5.00 p.m. (Informal and all Councillors invited to attend)
8th January 2013 – 5.00 p.m.

Scrutiny of Crime & Disorder Partnership Meeting Dates

10th September 2012

Reports not allocated

Annual Review of Call In
Countywide Sustainable Community Strategy – this is a ten year strategy and not due to be reviewed until 2014

OVERVIEW & SCRUTINY TASK GROUP/INQUIRY REVIEWS 2012-13

Task Group	Date of Review
Recreation Road South Car Park Task Group	October 2012
Reduction In Bus Services Task Group	October 2012
Planning Policy Task Group	September 2013

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