



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 17TH DECEMBER 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 19th November 2012 (Pages 1 - 6)
4. CCTV Shared Service - Presentation on the Role of the CCTV Team
5. Quarter 2 Finance Monitoring Report (Pages 7 - 22)
6. Quarter 2 Write Off of Debts Report (Pages 23 - 30)
7. Overview & Scrutiny Topic Proposal Report - Community Safety Team (Pages 31 - 34)
8. The Living Wage - Investigation Request Report (Pages 35 - 38)
9. Youth Provision Task Group - Verbal Update
10. Air Quality Task Group - Verbal update

11. Worcestershire County Council Health Overview & Scrutiny Committee
(Pages 39 - 52)
(Minutes of meeting held on 6th November 2012 attached. Meeting planned for 7th December 2012 has been cancelled.)
12. Actions List (Pages 53 - 56)
13. Cabinet Work Programme - 1st January to 30th April 2013 (Pages 57 - 64)
14. Overview and Scrutiny Board Work Programme (Pages 65 - 68)
15. 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

5th December 2012



INFORMATION FOR THE PUBLIC

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- You can inspect agenda and public reports at least five days before the date of the meeting.
- You can inspect minutes of the Council, Cabinet and its Committees/Boards for up to six years following a meeting.
- You can have access, upon request, to the background papers on which reports are based for a period of up to six years from the date of the meeting. These are listed at the end of each report.
- An electronic register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc. is available on our website.
- A reasonable number of copies of agendas and reports relating to items to be considered in public will be made available to the public attending meetings of the Council, Cabinet and its Committees/Boards.
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- Meeting Agendas
- Meeting Minutes
- The Council’s Constitution

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Agenda Item 3

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY, 19TH NOVEMBER 2012 AT 6.00 P.M.

PRESENT: Councillors S. R. Colella (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, L. J. Turner and C. R. Scurrall (Substitute)

Officers: Mr. J. Staniland, Ms. A. De Warr, Mrs. T. Kristunas, Ms. J. Bayley and Ms. A. Scarce

58/12 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor P. Lammas.

59/12 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

There were no declarations of interest or whipping arrangements.

60/12 **TO CONFIRM THE ACCURACY OF THE MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY BOARD HELD ON 22ND OCTOBER 2012**

The Minutes of the Overview and Scrutiny Board held on 22nd October 2012 were submitted.

RESOLVED that the minutes be approved as a correct record.

61/12 **MAKING EXPERIENCES COUNT - QUARTERLY COMPLAINTS REPORT**

The Board considered the Making Experiences Count - Quarterly Complaints Report for the quarter ending 30th September 2012. The Head of Customer Services provided Members with information about the complaints and compliments that Council services had received during the quarter. This included a breakdown of the complaints and compliments that had been received by department, further details about the action that had been taken in response to complaints, the time taken to resolve complaints and feedback from a customer satisfaction survey.

The following areas were discussed in detail:

- Recent problems with the Council's telephone system and actions that were being taken to reduce the potential for similar problems to occur in future. Members were advised that further information on this subject would be provided in the monitoring report for the following quarter.

- Changes to refuse collection arrangements, including greater flexibility in the working hours for operational staff. Clarification was requested on the legal requirements concerning operational start times for waste and recycling collection teams.
- The impact of the recommendations made by the Refuse and Recycling Task Group in 2008/09 on refuse collection arrangements. In particular Members were keen to establish whether operational staff had received NVQ training as suggested by the Task Group.
- The possibility of a representative of the Environmental Services team attending future meetings of the Board to answer specific questions about waste collection and recycling services when Members considered the quarterly update reports.
- The provision of customer services training to fourth and fifth tier managers at the Council and dissemination at staff briefings of information about good practice in customer services.
- The timescales involved in responding to complaints were found to vary. More complex and unusual cases tended to take more time to resolve.
- The impact of staff leave arrangements on the Council's ability to respond to customer complaints within the target time of 15 days.
- The potential for more automated services to be introduced at the Council, which Officers confirmed would not occur unless evidence was provided that there was customer demand for this approach to service delivery.
- The customer service procedures followed when working with customers who had recently experienced bereavement.
- The involvement of the customer services team in the Council's transformation process and the impact of transformation on service delivery. The potential for further information about transformation to be provided for the consideration of the Board was also debated.
- The inclusion of details about complaints that had not been resolved was also debated. Members suggested that, due to the sensitivity of the subject matter, the report should instead focus only on resolved items.

RESOLVED that the Making Experiences Count – Quarterly Complaints Report be noted.

62/12 **POSITIVE ACTIVITIES FOR YOUNG PEOPLE TASK GROUP**

The Chairman of the review, Councillor Mrs J. M. L. A. Griffiths, presented the terms of reference that had been proposed for the Task Group.

Members discussed the following areas in detail:

- The review would not focus exclusively on positive activities but rather on all youth services available within the district.
- There were appropriate resources available to support the review.
- 8 Councillors had volunteered to serve on the review, though it was recommended that there should be no more than 7 members of a Task Group, including the Chairman.
- Councillors S. R. Colella and Dr. B. T. Cooper agreed to stand down from the Task Group.

RESOLVED:

- (a) that the review be renamed the Youth Provision Task Group;
- (b) that the terms of reference proposed by the Chairman of the review, Councillor Mrs J. M. L. A. Griffiths, be approved;
- (c) that the following Members also be appointed to the review: Councillors Mrs S. Baxter, C. J. Bloore, J. S. Brogan, R. J Laight, P. Lammas and Mrs C. J. Spencer;
- (d) that the deadline for completion of the Task Group's draft report be 22nd April 2013; and
- (e) that Officers liaise with the Chairman to arrange the first meeting of the group.

63/12 **AIR QUALITY & CO2 EMISSIONS TASK GROUP**

The Chairman of the review, Councillor S. P. Shannon, presented the terms of reference that had been proposed for the Task Group.

The following areas were discussed in detail.

- The focus of the review would be specifically on air quality across the district.
- Air quality had been the subject of a previous scrutiny review completed in 2007 which would need to be considered as part of the exercise.
- The recommendations that had been made by the previous Task Group in 2007 had been monitored in 2009, though no further tracking had occurred.
- There was the potential to review the subject at both Board level and as the subject of a Task Group exercise. However, the Board had already agreed to launch a Task Group focusing on the subject.
- Traffic congestion and vehicle emissions were subjects that could be considered as part of the review.
- Worcestershire County Council had recently undertaken a review of traffic management flows in the county and the outcomes of this exercise would help to clarify current air quality issues affecting Worcestershire.
- A maximum number of 7 Members was considered desirable for a Task Group. However, the Board agreed that 12 Members should be appointed to the Air Quality Task Group due to the importance of the subject.

RESOLVED

- (a) that the review be renamed the Air Quality Task Group;
- (b) that, subject to the impact of the Air Quality Scrutiny report (2007) and the implications for the review being considered at an early stage in the exercise, the terms of reference proposed by the Chairman of the Task Group, Councillor S. P. Shannon, be approved;
- (c) that the following Members also be appointed to the Task Group: Councillors C. J. Bloore, J. S. Brogan, Margaret Buxton, S. R. Colella, Dr. B. T. Cooper, K. A. Grant-Pearce, P. Lammas, L. Mallett, P. M. McDonald, C. Scurrall and L. J. Turner;

- (d) that the draft report for the review be completed by 26th March 2013; and
- (e) that Officers liaise with the Chairman to organise the first meeting of the Task Group.

64/12 **QUARTER 1 SICKNESS ABSENCE HEALTH PERFORMANCE REPORT - RESPONSE TO QUESTIONS RAISED**

The Board considered written responses that had been provided to a series of questions proposed at the previous meeting on the subject of the Sickness Absence Health Performance Report for the quarter ending 30th June 2012.

The following areas were discussed in detail:

- The impact of staff absences due to sickness for short-term periods on service delivery.
- The number of staff absent for short periods of time due to illness.
- The process for managing staff persistently absent for short periods of time due to sickness.
- Staff perceptions of Return to Work Interviews and the potential to clarify how Officers viewed this process through incorporating specific questions on the subject in the staff survey.
- The frequency of one to one meetings involving staff and managers.
- The reduction in long-term sickness absences for operational staff working in Environmental Services, following changes to working practices.

Officers advised that further information had been provided in response to Members' questions since the previous meeting of the Board and would be circulated for Members' consideration the following day.

RESOLVED that the report be noted.

65/12 **ACTION LIST**

The Board considered the Action List and noted that several actions remained outstanding. Officers confirmed that these would be followed up and responses provided as soon as possible. In particular, responses had been requested to the questions raised by the Board on the subject of the Joint Services Review (JSR) in July 2012. Actions arising from this meeting would also be included in the list.

66/12 **WCC HEALTH OVERVIEW & SCRUTINY COMMITTEE**

Councillor Dr. B. T. Cooper, the Council's representative on the Worcestershire County Council Health Overview and Scrutiny Committee (HOSC), provided an update on the latest meeting of the Committee.

Members were advised that the options for the JSR continued to be reviewed and it was anticipated that a further announcement would be made on the

subject on 18th December 2012. A further period of public consultation would then follow in the first 3 months of 2013.

67/12 **OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME**

Members agreed that the deadlines for completion of the 2 Task Groups should be added to the Board's Work Programme.

It was noted that an informal training session, focusing on the Council's budgetary position, would take place on 4th December 2012. The meeting was due to start at 5.00 pm and would be open to all Members to attend.

RESOLVED that the Work Programme be noted.

68/12 **CABINET WORK PROGRAMME OF KEY DECISIONS 1ST NOVEMBER 2012 TO 28TH FEBRUARY 2013**

The Board considered the Cabinet Work Programme of Key Decisions for the period 1st November 2012 – 28th February 2013,

The following areas were discussed in further detail:

- The renaming of the Cabinet's Work Programme, previously known as the Forward Plan, since the previous meeting of the Board.
- The inclusion in the Work Programme of a list of items that had already been considered by the Cabinet at a meeting on 7th November 2012 due to the fact that this had been the latest version of the document available for Members' consideration.
- The introduction of the Bromsgrove War Memorial and the wording that would be included on the memorial.
- Existing records of fallen soldiers across the district.
- Current arrangements for remembrance services in Bromsgrove.

RESOLVED that the Work Programme (formally the Forward Plan) be noted.

The meeting closed at 7.35 p.m.

Chairman

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Overview & Scrutiny Board

17th December 2012

APRIL - SEPTEMBER (QUARTER 2) FINANCE MONITORING REPORT 2012/13

| | |
|----------------------------|---|
| Relevant Portfolio Holder | Roger Hollingworth, Portfolio Holder for Finance, Partnerships and Economic Development |
| Portfolio Holder Consulted | Yes |
| Relevant Head of Service | Teresa Kristunas, Head of Resources |
| Wards Affected | All Wards |
| Ward Councillor Consulted | None specific |

1. SUMMARY OF PROPOSALS

To report to the Overview & Scrutiny Board on the Council's financial position for the period April - September 2012 (Quarter 2 - 2012/13).

2. RECOMMENDATIONS

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

KEY ISSUES

Financial Implications

- 3.1 A separate finance report for each department plus a Council summary is shown on the following pages.

Revenue Budget summary Quarter 2 (April - Sept) 2012/13 - Overall Council

| Service Head | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--|---------------------------------|-----------------------------|-----------------------------------|---------------------------------------|------------------------------------|-------------------------------------|
| Environmental Services | 4,051 | 954 | 1,059 | 104 | 4,257 | 207 |
| Community Services | 2,500 | 742 | 698 | -45 | 2,421 | -79 |
| Pre-Regulatory Services | 817 | 105 | 83 | -22 | 779 | -38 |
| Leisure & Cultural Services | 1,994 | 1,076 | 1,058 | -18 | 1,975 | -19 |

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

17th December 2012

| | | | | | | |
|--|---------------|--------------|--------------|------------|---------------|-----------|
| Planning & Regeneration | 1,051 | 178 | 266 | 88 | 1,120 | 69 |
| Customer Services | -47 | 199 | 199 | - | -77 | -30 |
| Finance & Resources | 2,000 | 936 | 978 | 42 | 2,111 | 111 |
| Legal, Equalities & Democratic Services | 1,235 | 410 | 385 | 25 | 1,184 | -51 |
| Business Transformation | 10 | 804 | 821 | 17 | 5 | -5 |
| Corporate Services | 921 | 460 | 395 | -65 | 809 | -112 |
| SERVICE TOTAL | 14,532 | 5,864 | 5,942 | 126 | 14,584 | 53 |
| Interest on Investments | -75 | -40 | -32 | 8 | -60 | 15 |
| Interest payable | 9 | 4 | 0 | -4 | 0 | -9 |
| COUNCIL SUMMARY | 14,466 | 5,828 | 5,910 | 130 | 14,524 | 59 |

Capital Budget summary Quarter 2 (April - September) 2012/13 - Overall Council

| Department | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual Spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected Outturn £'000 | Projected Variance £'000 |
|------------------------------------|------------------------------|--------------------------|--------------------------------|------------------------------------|-------------------------|--------------------------|
| Business Transformation | 60 | 55 | 41 | -14 | 60 | 0 |
| Environmental Services | 761 | 58 | 58 | 0 | 736 | -25 |
| Planning & Regeneration | 1,538 | 758 | 0 | -758 | 138 | -1,400 |
| Regulatory Services | 116 | 0 | 0 | 0 | 58 | 0 |
| Community Services | 1,102 | 551 | 550 | -1 | 1,102 | 0 |

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

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|--|--------------|--------------|------------|-------------|--------------|---------------|
| Leisure & Cultural Services | 743 | 149 | 148 | -1 | 665 | -78 |
| Budget for Support Services Recharges | 100 | 50 | 50 | 0 | 100 | 0 |
| Total | 4,420 | 1,621 | 847 | -774 | 2,859 | -1,503 |

Financial Commentary:

The main projected variance is on Planning and Regeneration which relates to the funding for the Public Realm works in the Town Centre together with the Parkside development. It is proposed that this funding be carried forward to be spent in 2013/14.

3.1.1 Environmental Services - Quarter 2 (April - September) 2012/13

Revenue Budget summary Quarter 2 (April - September) 2012/13 - Environmental Services

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual Spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Waste Management Policy | -4 | -2 | 1 | 3 | -6 | -2 |
| Depot | -14 | 381 | 397 | 16 | 14 | 29 |
| Car Parks / Civil Enforcement Parking | -576 | -367 | -269 | 98 | -372 | 205 |
| Cemeteries / Crematorium | 96 | 22 | 23 | 0 | 96 | -1 |
| Highways | 249 | 73 | 34 | -39 | 184 | -65 |
| Streets Cleansing | 1,299 | 399 | 384 | -14 | 1,276 | -23 |
| Grounds | 612 | 191 | 178 | -12 | 569 | -42 |

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

17th December 2012

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|-----------------------|--------------|------------|--------------|------------|--------------|------------|
| Maintenance | | | | | | |
| Waste | 2,294 | 256 | 308 | 52 | 2,407 | 113 |
| Garage | 25 | -33 | -33 | 0 | 17 | -8 |
| Land Drainage | 44 | 22 | 25 | 3 | 50 | 7 |
| Climate Change | 28 | 14 | 11 | -3 | 22 | -6 |
| TOTAL | 4,051 | 954 | 1,059 | 104 | 4,257 | 207 |

Financial Commentary

- Car parking income as reported in the first quarter is projecting a significant shortfall for the year; the reduction in income is due to the inclement weather conditions, the opening of the medical centre which has it's own car park, a reduction in excess charge notices issued. Savings have been made within the service to reduce impact where possible and officers are meeting with Wychavon District Council, who now manage the car parks, to discuss how the situation might be improved.
- Vacant posts in Grounds and Street Cleansing are providing short term savings, however these posts will be filled this year.
- The overspend on waste includes a shortfall on cesspool and trade waste income which is under review by officers to promote the service. In addition there have been additional costs in relation to pumping stations and fuel.

Capital Budget summary Quarter 2 (April - September) 2012/13

Environmental Services

| Service | Revised Budget 2012/13 £'000 | Budget April - Sep 2012/13 £'000 | Actual spend April - Sep £'000 | Variance To date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--|------------------------------|----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Depot Services | 65 | 0 | 0 | 0 | 65 | 0 |
| Vehicle & Equipment replacement programme | 592 | 58 | 58 | 0 | 592 | 0 |
| North Cemetery - Phase 2 | 79 | 0 | 0 | 0 | 79 | 0 |
| Cemetery Toilets | 25 | 0 | 0 | 0 | 0 | -25 |
| TOTAL | 761 | 58 | 58 | 0 | 736 | -25 |

Financial Commentary:

- Small plant has been ordered or delivered; the tendering for the remaining

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vehicles is underway.

3.1.2 Community Services Quarter 2 (April - September) 2012/13

Revenue Budget summary Quarter 2 (April - September) 2012/13 - Community Services

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|---|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Housing Strategy & Mgt | 1,767 | 503 | 495 | -8 | 1,756 | -10 |
| Community Safety & Transport | 676 | 213 | 176 | -37 | 607 | -68 |
| Community Cohesion | 57 | 26 | 26 | 0 | 57 | 0 |
| TOTAL | 2,500 | 742 | 698 | -45 | 2,421 | -79 |

Financial Commentary

- Housing Strategy is showing an underspend which is due to a manager vacancy within the department this has now been filled which will result in a reduction of underspend by year end.
- 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 2 (April - September) 2012/13 Community Services

| Service | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance To date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--------------------------|------------------------------|--------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Strategic Housing | 1,102 | 551 | 550 | -1 | 1,102 | 0 |
| TOTAL | 1,102 | 551 | 550 | -1 | 1,102 | 0 |

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.

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17th December 2012

- Expenditure has been incurred on the Perryfields Housing scheme in 12/13 which is progressing as planned to the 4 year development programme with BDHT.

3.1.3 Leisure and Cultural Services Quarter 2 (April-September) 2012/13

Revenue Budget summary Quarter 2 (April - September) 2012/13 - Leisure and Cultural Services

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|---|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Parks & Open Spaces | 440 | 84 | 85 | 1 | 448 | 8 |
| Allotments | 50 | 10 | 10 | 0 | 50 | 0 |
| Promotions | 203 | 79 | 93 | 14 | 229 | 26 |
| Sports & Recreation Development | 282 | 94 | 90 | -4 | 277 | -5 |
| Property, Assets & Facilities Management | 143 | 468 | 450 | -18 | 114 | -29 |
| Leisure Services / Sports Centres & Mgt | 876 | 341 | 330 | -11 | 857 | -19 |
| TOTAL | 1,994 | 1,076 | 1,058 | -18 | 1,975 | -19 |

Financial Commentary

- The levels of sponsorship (promotions) income is less than anticipated and officers are working to generate further opportunities with external organisations.
- Within Property, Assets & Facilities Management utility bills at the Council House are lower than anticipated and income from investment properties is greater than expected.
- The underspend on Leisure Services / Sports Centres / Mgt is due to the a number of reasons including: a reduction in the estimated payment to the Artrix, together with savings on the Leisure Services options appraisal and Dolphin Centre maintenance.

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Capital Budget summary Quarter 2 (April - September) 2012/13 Leisure and Cultural Services

| Service | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance To date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--------------------------|------------------------------|--------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Sports Facilities | 473 | 50 | 50 | 0 | 442 | -31 |
| Sanders Park | 95 | 60 | 60 | 0 | 95 | 0 |
| Play Areas | 121 | 0 | 0 | 0 | 74 | -47 |
| Other Schemes | 54 | 39 | 38 | -1 | 54 | 0 |
| TOTAL | 743 | 149 | 148 | -1 | 665 | -78 |

Financial Commentary:

- Additional funding has been secured from the Football Foundation for the schemes at Barnsley Hall & Braces Lane. Officers recommend that the total scheme values are increased to take into account the additional funding.
- Additional funding of £10,000 has been secured from the Parish Council for the scheme at Stoke Heath. Officers recommend that the capital budget is increased to reflect this.

3.1.4 Planning and Regeneration Quarter 2 (April - September) 2012/13

Revenue Budget summary Quarter 2 (April - September) 2012/13 - Planning and Regeneration

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|----------------------------|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Building Control | -40 | -73 | -76 | -3 | 2 | 42 |
| Development Control | 376 | 10 | 57 | 47 | 385 | 9 |

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Overview & Scrutiny Board

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| | | | | | | |
|---|--------------|------------|------------|-----------|--------------|-----------|
| Economic & Tourism Development | 244 | 89 | 71 | -18 | 245 | 1 |
| Emergency Planning | 11 | 5 | 5 | 0 | 11 | 0 |
| Land Charges | -75 | -55 | -12 | 43 | -57 | 18 |
| Strategic Planning | 439 | 156 | 162 | 6 | 439 | 0 |
| Town Centre Development | 96 | 46 | 59 | 13 | 95 | -1 |
| TOTAL | 1,051 | 178 | 266 | 88 | 1,120 | 69 |

Financial Commentary:

- Building Control is estimating a reduction in income due to the economic climate. Officers are continuing to work to reduce the impact of this on the end of year financial position.

Capital Budget summary Quarter 2(April - September) 2012/13 Planning and Regeneration

| Service | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance To date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|---|------------------------------|--------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Town Centre Development - Project Management | 38 | 38 | 0 | -38 | 38 | 0 |
| Town Centre Development - Public Realm | 1,000 | 500 | 0 | -500 | 100 | -900 |
| Parkside School | 500 | 250 | 0 | -250 | 0 | -500 |
| TOTAL | 1,538 | 758 | 0 | -758 | 138 | -1,400 |

Financial Commentary:

- It is anticipated that the majority of the public realm (High Street improvement) project will be undertaken during 2013/14 and therefore it is proposed that this be carried forward to the following year.
- Due to the consultation required for relocation of the Library there will be limited spend on the Parkside School joint development and therefore it is proposed that the budget will need to be carried forward into next financial year.

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3.1.5 Regulatory - Client Quarter 2 (April - Sept) 2012/13

Revenue Budget summary Quarter 2 (April - Sept) 2012/13 - Regulatory Client

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|-----------------------------|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Environmental Health | 994 | 206 | 187 | -19 | 959 | -35 |
| Licensing | -177 | -101 | -104 | -3 | -180 | -3 |
| TOTAL | 817 | 105 | 83 | -22 | 779 | -38 |

Financial Commentary:

- Environmental Health transferred to Regulatory Services 1st June 2010 however there remain additional savings to the Council from this service.

3.1.6 Worcestershire Regulatory Services Quarter 2 (April – Sept) 2012/13

**Capital Budget summary Quarter 2 (April - September) 2012/13
Regulatory Services**

| Service | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual Spend April - Sep £'000 | Variance To date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--|------------------------------|--------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Worcestershire Enhanced Two Tier Programme (WETT) | 116 | 0 | 0 | 0 | 58 | 0 |
| TOTAL | 116 | 0 | 0 | 0 | 58 | 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.
- Following the appointment of IDOX for the new system, it is that 50% of the funding required will be spent in 12/13 and 50% in 2013/14.

3.1.7 Customer Services Quarter 2 (April - September) 2012/13

**Revenue Budget summary Quarter 2 (April - September) 2012/13 -
Customer Services**

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--------------------------|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Customer Services | -47 | 199 | 199 | - | -77 | -30 |
| TOTAL | -47 | 199 | 199 | - | -77 | -30 |

Financial Commentary:

- The underspend within the Customer Services department is due to a number of vacancies that exist within the department and spending has been reduced to a minimum.

3.1.8 Finance and Resources Quarter 2 (April - September) 2012/13

**Revenue Budget summary Quarter 2 (April - September) 2012/13 -
Finance and Resources**

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--------------------------------------|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Central Overheads | 865 | 445 | 462 | 17 | 882 | 17 |
| Accounts & Financial Mgmt | 30 | 280 | 279 | -1 | 21 | -9 |
| Human Resources & Welfare | -50 | 146 | 114 | -32 | -45 | 5 |
| Grants & Donations | 96 | 83 | 78 | -5 | 84 | -12 |
| Revenues & Benefits | 1,059 | -18 | 45 | 63 | 1,169 | 110 |

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

17th December 2012

| | | | | | | |
|--------------|--------------|------------|------------|-----------|--------------|------------|
| TOTAL | 2,000 | 936 | 978 | 42 | 2,111 | 111 |
|--------------|--------------|------------|------------|-----------|--------------|------------|

Financial Commentary

- The overspend within central overheads is due to increased insurance costs incurred.
- There are savings within accounts and financial management area due to the new contract for the cash collection service
- Overspends within revenues and benefits is due to payments for discretionary rate relief and housing benefit payments due to the economic climate.

3.1.9 Legal, Equalities and Democratic Services Quarter 2 (April – Sept) 2012/13

Revenue Budget summary Quarter 2 (April - September) 2012/13 - Legal, Equalities and Democratic Services

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|---|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Democratic Services & Member Support | 1,104 | 236 | 224 | -12 | 1,077 | -27 |
| Elections & Electoral Services | 160 | 53 | 50 | -3 | 153 | -7 |
| Legal Advice & Services & Mgt | -29 | 121 | 111 | -10 | -46 | -17 |
| TOTAL | 1,235 | 410 | 385 | -25 | 1,184 | -51 |

Financial Commentary:

- The legal underspend is largely due to maternity leave and the fact that posts were not filled until part way through the financial year as a result of the shared service restructure. In addition half a post remains vacant in the legal team to support the transformational work that has been done in housing, revenues and benefits which has revealed compelling evidence to support the need for additional debt management and income maximisation support to be made available to our customers. The Head of Service has undertaken some work to identify costs historically allocated to debt recovery and realigned the same in a trial exercise to support the provision of income maximisation and debt advice to customers. Whilst there is an under spend currently identified in the area it is likely that this will reduce before the end of the financial year as the support for this trial continues.

There are some small under-spends also within other areas of the department.

BROMSGROVE DISTRICT COUNCIL

Overview & Scrutiny Board

17th December 2012

3.1.10 Business Transformation Quarter 2 (April - September) 2012/13

**Revenue Budget summary Quarter 2 (April - September) 2012/13 -
Business Transformation**

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual Spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--------------------------------|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Policy and Equalities | 0 | 55 | 43 | -12 | -7 | -7 |
| IT Services | -17 | 705 | 736 | 31 | -19 | -2 |
| Business Transformation | 27 | 44 | 42 | -2 | 31 | 4 |
| TOTAL | 10 | 804 | 821 | 17 | 5 | -5 |

Financial Commentary

- The underspend within Policy and Equalities is due to vacancies within the department.

Capital Budget summary Quarter 2 (April - September) 2012/13 Business Transformation

| Service | Revised Budget 2012/13 £'000 | Budget April - Sep £'000 | Actual spend April - Sep £'000 | Variance To date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--------------------------------------|------------------------------|--------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Member ICT Facilities | 10 | 5 | 0 | -5 | 10 | 0 |
| XP Sunray Servers | 38 | 38 | 29 | -9 | 38 | 0 |
| Additional Electronic Storage | 12 | 12 | 12 | 0 | 12 | 0 |
| TOTAL | 60 | 55 | 0 | -14 | 60 | 0 |

Financial Commentary:

- There are no major variances to report

Overview & Scrutiny Board

17th December 2012

3.1.11 Corporate Resources Quarter 2 (April - September) 2012/13

Revenue Budget summary Quarter 2 (April - September) 2012/13 - Corporate Resources

| Service Head | Revised Budget 2012/13 £'000 | Profiled Budget April - Sep £'000 | Actual Spend April - Sep £'000 | Variance to date April - Sep £'000 | Projected outturn 2012/13 £'000 | Projected variance 2012/13 £'000 |
|--|------------------------------|-----------------------------------|--------------------------------|------------------------------------|---------------------------------|----------------------------------|
| Corporate Resources | 921 | 329 | 277 | -52 | 832 | -89 |
| Corporate Admin / Central Post / Printing | 0 | 131 | 118 | -13 | -23 | -23 |
| TOTAL | 921 | 460 | 395 | -65 | 809 | -112 |

Financial Commentary

- There is small underspend on printing unit due to external contracts running more efficiently.
- The underspends relate to the reduction in costs associated with Audit together with additional savings relating to vacancies and transformation.

3.2 Reserves

There are a number of reserves held by the Authority that are drawn from to support specific projects. For this quarter approval is sought for the release of £52k in relation to the Town Centre development costs funded by a specific reserve and £65k relating to specific projects to be funded by the reserve set aside from funds received by the Clinical Commissioning Group.

4. TREASURY MANAGEMENT

- 4.1 The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance and is used to manage risks arising from financial instruments. Additionally treasury management practices are followed on a day to day basis.
- 4.2 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 of approved institutions.
- 4.3 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.

4.4 At 30th September short term investments comprised:

| | 31st March 2012 £000 | 30th Sept 2012 £000 |
|--|----------------------------|---------------------------|
| Deposits with DMADF* | 2,750 | 0 |
| Deposits with Banks/Building Societies | 6,000 | 17,000 |
| Total | 8,750 | 17,000 |

- *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.

Income from investments and other interest

4.5 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.

4.6 In the 6 months to 30th September the Council received income from investments of £32k.

5. REVENUE BALANCES

Revenue Balances

5.1 The revenue balances brought forward at 1 April 2012 were £2.580m. 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 2011, the effect of the level of Capital Spend to 2013/14 on capital receipts is estimated below:-

| Capital Programme | 2012/13 £'000 | 2012/13 £'000 | 2013/14 £'000 |
|--|--------------------------|--------------------------|--------------------------|
| Balance b/fwd | 3,358 | 1,139 | -3,961 |
| Actual funding to date (April – Sept) | 219 | 0 | 0 |
| Estimated use for the | 2,100 | 5200 | 5,253 |

Overview & Scrutiny Board

17th December 2012

| | | | |
|-------------------------------------|-------|--------|--------|
| remainder of the year | | | |
| Received in year | 100 | 100 | 100 |
| - General Sales | | | |
| - Sale of freehold at Sherwood Road | | | |
| Balance c/fwd | 1,139 | -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.
- 6.3 Finance Officers are working with the Town Centre project team to ensure all potential capital receipts are included in future reports.

Legal Implications

None.

Service/Operational Implications

All included in financial implications.

Customer / Equalities and Diversity Implications

None as a direct result of this report

7. RISK MANAGEMENT

- 7.1 Failure to manage the budgets effectively can lead to an overspend that has to be funded or services not being provided to the customer. Departmental registers include controls in place to support effective financial management.

8. APPENDICES

N/A

9. BACKGROUND PAPERS

None

AUTHOR OF REPORT

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Overview & Scrutiny Board

17th December 2012

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

| | |
|----------------------------|---|
| Relevant Portfolio Holder | Councillor Hollingworth |
| 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 half of 2012/13 and to note the profile and/or level of outstanding debt.

2. RECOMMENDATIONS

That subject to any comments, the Overview & Scrutiny Board notes the contents of 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.

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 Sept 2012

Appendix 2 - Aged Debt Profile for Sundry Debts Arrears

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

Appendix 3 – Write off of Overpaid Housing Benefit 1st April 2012 – 30th
Sept 2012

6. BACKGROUND PAPERS

There are no background papers with this report.

AUTHORS OF REPORT

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Tel: (01527) 881748 (internal ext 3295)

Overview & Scrutiny Board

17th December 2012

Appendix 1

Write Offs of Council Tax and Non-Domestic Rates
1st April 2012 – 30th Sept 2012

| Council Tax | Reason | 01.04.12 to 30.09.12 |
|--------------------|-------------------------|-----------------------------|
| | | £ |
| 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 30.09.12 |
|------------|-------------------------|-----------------------------|
| | | £ |
| 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.
No debts were written off during the second quarter.

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

| Sundry Debts | Reason | 01/04/2012- 30/09/2012 £ |
|---------------------|--------------------------------|---|
| GA | Gone Away | 826.77 |
| LB | Liquidation/Bankrupt | 51.00 |
| NFAV | No further Action due to value | 8,984.57 |
| D | Deceased | 187.34 |
| AWO | Auto write off under £1.00 | 4.61 |
| LA | Legal Advised Write Off | 2,255.72 |
| PPAW | Part paid advised Write Off | 4,580.11 |
| OP | Overpaid no forwarding address | -680.93 |
| | Total | 16,209.19 |

Appendix 2

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

| Age | Sundry Debts |
|--------------|---------------------|
| | £ |
| 1 – 30 days | 284,151.45 |
| 31 - 60 days | 19,102.21 |
| 61 – 90 days | 13,622.20 |
| 90 days + | 92,443.18 |
| Total | 409,319.04 |

Council Tax Arrears

**Council Tax Arrears Analysis as at
30/09/2012**

| Year | Total £ | Annual debit £ |
|-------------|-------------------------|---------------------------|
| 1997/98 | 4,216 | |
| 1998/99 | 5,959 | |
| 1999/00 | 13,512 | 25,836,407 |
| 2000/01 | 25,207 | 26,419,700 |
| 2001/02 | 34,423 | 29,487,929 |
| 2002/03 | 50,983 | 35,962,692 |
| 2003/04 | 48,671 | 40,922,548 |
| 2004/05 | 54,600 | 41,770,011 |
| 2005/06 | 98,169 | 44,059,868 |
| 2006/07 | 139,574 | 46,683,333 |
| 2007/08 | 141,924 | 49,061,780 |
| 2008/09 | 129,202 | 51,592,006 |
| 2009/10 | 144,238 | 53,577,097 |
| 2010/11 | 258,852 | 55,298,276 |
| 2011/12 | <u>412,372</u> | 55,399,069 |
| | <u>1,561,900</u> | |

Note: the above arrears figures will reduce over time.

Non Domestic Rates Arrears

**Non Domestic Rates Arrears Analysis
As at 30/09/2012**

| Year | Total £ | Annual Debit £ |
|-------------|-------------------------|---------------------------|
| 1997/98 | 3,586 | |
| 1998/99 | 2,572 | |
| 1999/00 | 1,688 | |
| 2000/01 | 195 | 17,415,978 |
| 2001/02 | 2,163 | 17,232,868 |
| 2002/03 | 1,018 | 17,175,162 |
| 2003/04 | 1,035 | 17,345,890 |
| 2004/05 | 1,141 | 17,854,642 |
| 2005/06 | 20,845 | 18,803,202 |
| 2006/07 | 38,854 | 19,823,744 |
| 2007/08 | 109,195 | 20,822,010 |
| 2008/09 | 56,831 | 23,586,234 |
| 2009/10 | 198,523 | 23,829,603 |
| 2010/11 | 205,808 | 23,233,864 |
| 2011/12 | <u>377,776</u> | 25,205,206 |
| | <u>1,021,230</u> | |

Note: the above arrears figures will reduce over time.

Overview & Scrutiny Board

17th December 2012

Appendix 3

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

| Housing Benefit Write-Offs | | |
|-------------------------------------|---------------------|-------------------------|
| Reason | Amount £ | No. of cases |
| Possible Write back | Nil | Nil |
| Deceased | 195.53 | 2 |
| Debt Relief Order | 166.00 | 1 |
| Bankruptcy | 1,802.48 | 1 |
| Person Abroad | Nil | Nil |
| Hardship/Compassion | Nil | Nil |
| Not reasonable to recover | 1,976.50 | 1 |
| Uneconomic to recover | 1,758.89 | 13 |
| Debt matching | Nil | Nil |
| Cannot trace | 68.08 | 2 |
| No prospect of recovery | Nil | Nil |
| Old debt – recovery options expired | 3,313.53 | 5 |
| In prison | 1,056.10 | 1 |
| Totals | £10,337.11 | 26 |

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OVERVIEW AND SCRUTINY BOARD

17th December 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 the work of the Community Safety Team 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.

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.

OVERVIEW AND SCRUTINY BOARD 17th December 2012

Service/Operation Implications

- 3.3 An Overview and Scrutiny Topic Proposal Form relating to the work of the Community Safety Team 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 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 – Overview and Scrutiny Proposal Form 20121119

6. BACKGROUND PAPERS

None

7. KEY

None

AUTHOR OF REPORT

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OVERVIEW AND SCRUTINY TOPIC PROPOSAL

Name of proposer: Peter Rowbottom

Tel No: **Email:** peterrowbottom66@yahoo.co.uk

Date: 19 November 2012

Title of Proposed Topic: FAILURES OF BROMSGROVE DISTRICT COUNCIL
COMMUNITY SAFETY DEPARTMENT

Specific subject areas to be investigated:

The failure of the community safety team to take effective action to deal with daily offences being committed by a local business, Stratstone, 94-96 Kidderminster Road , Hagley.

Reasons why this subject should be considered:

In order to ensure the integrity of the council's enforcement policy which oblige relevant departments to take effective action which resolves the contraventions of law by ensuring they do not continue. In addition, such action will deter other businesses from committing further offences in future.

Evidence to support the need for this particular investigation:

Since at least June 2011 the Community Safety Team have been made fully aware that Stratstone were committing (daily) offences under section 3 of the Clean Neighbourhoods Act 2005, Exposing vehicles for sale on the public highway. Unfortunately the CST have only given verbal and/or written warnings to the business. Despite offences continuing daily the CST have failed to follow the council's agreed enforcement policy and use the escalation process for enforcement action. To this day the offences continue each day.

In addition, daily offences are also being committed under section 166 of the Highways Act 1980, Forecourt abutting on streets. On a daily basis the business park 6 or more of their showroom vehicles across the entire stretch of public footpath which abutts their business. I presume this prevents the council street cleaning department from carrying out their duties at this location.

The following bodies and individuals have been made fully aware of these offences, including a residents' petition being submitted to Hagley Parish Council some years ago:

Hagley Parish Council, Hagley Ward District Councillors, Worcestershire County Council, the Hagley Ward County Councillor, Bromsgrove District Council, District Councillor Mike Webb portfolio holder. None of these bodies or individuals have taken effective action, in fact some have taken no action at all.

Therefore, on both issues, the CST have totally failed to deal with the daily offences being committed and have therefore failed to ensure compliance by the company concerned, and have failed to follow the council's own agreed enforcement policy.

Council priorities it links to:

**Environment
Sense of community and well-being**

Possible key outcomes:

Compliance with environmental legislation and consequential deterrence of future offences.

In conclusion, I believe there has been unsatisfactory progress and performance on the above issue.

I also believe that these are important issues for residents, hence the residents' petition submitted to Hagley Parish Council relating to Stratstone.

I believe this is a topic where the Overview and Scrutiny could feasibly and constructively make recommendations.

I believe this department is a poorly performing service if such an issue as I highlight above cannot be resolved.

Yours faithfully

Peter Rowbottom

OVERVIEW AND SCRUTINY BOARD

17th December 2012

SCRUTINY INVESTIGATION PROPOSAL

| | |
|--|---|
| Relevant Portfolio Holder | Councillor Mark Bullivant |
| 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 The Overview and Scrutiny Board are requested to investigate the implications for the Council if it adopted a policy of requiring contractors to pay the Living Wage. This follows a notice of motion put forward by Councillor P. M. McDonald at the Council meeting held on 21st November 2012 as follows:

“That Bromsgrove District Council agrees to pay the living wage and ensure that all contractors working on behalf of the Council honour the living wage”

At the Council meeting it was agreed that the Chief Executive in discussion with Group Leaders would examine the financial implications for the Council of adopting this motion in relation to its own employees. Council asked Overview and Scrutiny Board to investigate the implications for the Council if it required contractors to honour the living wage.

2. RECOMMENDATIONS

- 2.1 That the Board considers the request and agrees to one of the following:
- (a) that the request is included on the work programme and the Board undertakes the investigation, discuss broad terms of reference and sets a time scale for completion of the investigation; OR
 - (b) that the request 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.

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. In this instance there is an accreditation process for becoming recognised as honouring the living wage and this could be used as a framework for the Board's investigation and for confirming the legal aspects.

Service/Operation Implications

- 3.3 A request from full Council has been made to investigate the implications for the Council of requiring contractors to honour the living wage.
- 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 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

None

OVERVIEW AND SCRUTINY BOARD

17th December 2012

6. **BACKGROUND PAPERS**

None

7. **KEY**

None

AUTHOR OF REPORT

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Health Overview and Scrutiny Committee
6 November 2012, County Hall, Worcester – 2.00pm

Minutes

Present:

Worcestershire County Council:
Mr A C Roberts (Chairman), Mr M H Broomfield,
Mrs M Bunker, Mr A P Miller, Mr J W Parish,
Mr T Spencer.

Bromsgrove District Council: Dr B T Cooper
Malvern Hills District Council: Mrs J Marriott
Redditch Borough Council: Mrs P Witherspoon
Worcester City Council: Mr R Berry
Wychavon District Council: Mr G O'Donnell
Wyre Forest District Council: Mrs F M Oborski

Officer Support:
Suzanne O'Leary – Overview and Scrutiny Manager
Sandra Connolly – Overview and Scrutiny Officer

Available papers:

- A. The Agenda papers and appendices referred to therein (previously circulated);
- B. The minutes of the meeting held on 12 September 2012 (previously circulated).

A copy of document A will be attached to the signed Minutes.

**593. (Agenda item 1)
Apologies**

Apologies were received from Brandon Clayton and Penelope Morgan.

**594. (Agenda item 2)
Declarations of
Interest and of
any Party Whip**

None.

**595. (Agenda item 3)
Public
Participation**

None.

**596. (Agenda item 4)
Confirmation of
Minutes**

The Minutes of the meeting held on 12 September 2012 were confirmed as a correct record and signed by the Chairman.

597. (Agenda item 5)

Attending for this item from Redditch and Bromsgrove

Joint Services Review – The Future Configuration of Acute Services in Worcestershire – Next Steps

Clinical Commissioning Group and Wyre Forest Clinical Commissioning Group was Simon Hairsnape, Chief Officer (Designate) and from Worcestershire Acute Hospitals NHS Trust, Penny Venables, Chief Executive and Christine Fearn, Director of Strategic Development and Project Director for the Joint Services Review.

The Chairman reminded Members of the Health Overview and Scrutiny Committee (HOSC) that whilst it had been communicated publicly that commissioners were talking to a number of potential providers of acute services, HOSC Members were to refrain from asking questions about those providers.

Members were advised that, as detailed in the 11 October press release, once the detail of the 6 short-listed models had been looked at, more questions had been raised about those models. All wanted to get the review right in Worcestershire and not just apply a sticking-plaster solution for a few years. The primary reason for the timetable slippage had been to look at the models in more detail. Of the 6 clinical models, local clinicians had considered that models A and B were not viable. At the last Steering Group, the more radical models were considered and were now also off the table as they were not clinically or financially workable, both of which were needed for a model to be sustainable. Instead, now the review was looking at the range of services which could be provided across all 3 acute sites in the County. As stated in the press release, the site most likely to be affected would be the Alexandra Hospital, Redditch, which was where most of the clinical and financial tensions were. Work was now being done to look at the specifics of services. Professor Bernard Crump, an external expert clinical lead, was working with local clinicians about what range of services should be at the 3 sites and discussions were being had with providers. The next JSR Steering Group was on 18 December and it was hoped that there would be a decision to be made which could be followed by a second phase of engagement and subsequent public consultation, which could potentially need to take account of council elections.

Worcestershire Acute Hospitals NHS Trust (the Trust) highlighted that one positive of the review to-date was that the most radical options were off the table and the review was now concentrating on the provision of acute services on all 3 acute sites. Further work was being undertaken to accommodate comments from the phase 1 engagement and to take account of the work of Professor Crump on clinical sustainability.

During the ensuing discussion, the following main points were raised:

- Members were advised that it was being planned to run the 2nd round of engagement in January and venues were in the process of being looked at. Events would be scheduled in the second half of the month at locations across the County. Such events would be dependent on there being something to say following the 18 December meeting of the Steering Group;
- it was noted that previously it had been intended that decisions on service configurations would be made before the abolition of NHS Worcestershire (NHSW) and the initial timescale was also important for the Acute Trust's bid for foundation trust (FT) status. Members were advised that in reality NHSW and the Clinical Commissioning Groups (CCGs) were now working as one and GPs needed to be involved and agree with the JSR process and outcomes and there should be no noticeable transition. It was acknowledged that the delays to-date did take the Acute Trust's FT application to the wire and any further delays would cause problems and there was no national change to the 2014 final FT status deadline;
- Members were advised that reviews of acute services were happening nationally. Some, for example in London, were further ahead than the JSR. Worcestershire was not alone in reviewing the clinical sustainability issues to be addressed in the JSR. Local health and social care partners were having to be brave and recognise that there were issues to be addressed or they were likely to face a crisis in a couple of years. In Worcestershire, the issues were being grasped at an early stage and whilst it felt uncomfortable, it was considered that it really was the right thing to do as the issues would not go away and would only get worse if left unaddressed;
- it was highlighted that public meetings in January were not ideal for older people and it was requested that some of the meetings should be held in the daytime. Members were assured that it was intended to schedule events in the daytime, evenings and at weekends too to maximise attendance. Members were also assured that there had been a lot of learning from the feedback from previous engagement. Phase 2 would be a relatively small and time-limited engagement due to its proximity to the formal public consultation. It was suggested that only tea and biscuits needed to be provided at future events rather than the food provided at previous ones;
- concern was expressed about the effect of the indecision to-date on the Acute Trust. Members were

assured that the Acute Trust was signed up to the new timeline and recognised that the right solution was needed for Worcestershire. However, not only would the Trust's FT application be up against the wire, but the longer it took to reach a decision, the longer it would be before implementation. Clinical and financial sustainability remained the 2 key issues. It was acknowledged that the Trust could cope with the current delays to the review, but if they were any longer, this would be more difficult. Whilst there was currently indecision and this could be seen negatively as procrastination, it was highlighted that at the moment there was not an evidence base for a decision which would provide a long-term solution;

- it was highlighted that whilst it had been intended previously to avoid the election period, this could now be in the middle of the consultation process. Members were advised that the NHS would normally take account of political purdah for 6 weeks before elections. It would need to be agreed with the HOSC and/or County Council about how this would stand if the consultation was to start before purdah but end during it. There was the scenario of no decision being made until June;
- it was noted that there had initially been some radical models proposed and it was questioned whether these had been dropped for expediency. Members were assured that the issue had been clinical and financial viability. When such models had been put through the appraisal process, some were not affordable, some needed significant capital up-front and some did not work clinically, for example, generating significant patient flow outside Worcestershire and neighbouring providers were worried about capacity issues;
- it was highlighted that there had previously been an emphasis on the fact that the review was being clinically led and was for the benefit of patients and it was suggested that as the review had progressed, this emphasis had paled and that financial considerations had risen to the forefront. Members were advised that the original case for change remained and the review had tried to be open and honest about sustainability and the difficulties in Worcestershire. There were financial difficulties in addition to staffing issues and what was needed to address both was the right services in the right places and clinical and financial considerations had both been important. The job of the NHS was to provide safe services and patient safety would not be compromised. Both a clinical and affordable solution was needed;

- it was suggested that delays complicated the process and made the Trust's FT application more difficult and it was highlighted that there was no guarantee that there would be no further delay and that consultation outcomes might add even further complications and delay. Members were assured that all patients wanted to come up with the best solution and as soon as possible and commissioners were confident that they could get the right solution for the County. It was highlighted that the review was dealing with really wicked issues. It was recognised that the outcome could be a range of options, potentially all with problems, and thought would be needed about how to work through these with the local population and it could be a struggle to reach a good solution. Whilst it would be ideal to have a perfect clinical and financial solution with no delay, it was highlighted that it was important to get the review right and the worst thing would be to fudge it;
- concern was expressed that in previous discussions, Members had been advised that the Trust needed to achieve financial savings this year and it was questioned whether this was on-track. Members were advised that the Trust needed to achieve £15 million savings in both this and next financial year, with the 3rd year looking to achieve savings as a result of the JSR through site specialisation and rationalisation. The necessary projects were in place and the Trust was on track to deliver the majority of planned savings for this year. It was highlighted that a difficulty for the Trust was that it had experienced a significant increase in emergency admissions since January and this was preventing the Trust from saving some of what was planned through reducing capacity. It was highlighted that there was a second significant piece of work, the Integrated Care Project, to review what provision in primary care and in the community could look like. The intention was a minimum 10% reduction in emergency admissions to acute services.

There had been recent media coverage about emergency admissions and whilst that coverage had implied there was a difference of views between commissioners and providers, the current issue was more about reaching agreement about how money was used. Members were advised that in 2009/10, under payment by results, acute trusts were paid by the number of patients through the doors. However, a certain number of patients would cover trusts' overheads and a national view was taken that patient numbers over this were generating a profit from emergency work and, recognising that patients needed better community based treatment, the policy was

changed so that once a provider had recovered their costs, commissioners would fund additional patients at 30% of tariff. As this provided commissioners with a windfall of 70%, the Department of Health advised that this money was put into a kitty and agreement reached on its use, for example to provide care closer to home and out of hospital care. This year in Worcestershire, the Acute Trust had activity above planned levels which was being paid at 30%. There was currently a debate about how the 70% was to be spent. Such debates would be ongoing nationally and solutions were at local discretion. Whilst Acute Trust and GP views locally did differ a bit, there was not a fundamental difference. In Worcestershire, the money was about £2 million and would need to be spent by the end of the financial year, although it could be argued that it had already been spent. As well as discussing with the Trust, commissioners were also working closely with social care services, recognising that some of the out of hospital care which could be funded would be provided through the County Council, for example, assistive technology;

- it was highlighted that previously the review had suggested pulling services together to better enable 24 hour specialist care and it was questioned if the revised intention of delivering services on all 3 acute sites meant the review would not provide clinical improvements. Members were advised that the 3 sites could be sustainable with the right configuration and services would be more clinically and financially sustainable if centralised. This could see some services on one site and some on another. It was highlighted that the issue was to find the right balance between access to local services and the clear clinical and financial benefits of centralisation;
- it was noted that a key year for the Acute Trust's financial position was the year after next as the Trust was scheduled to see benefit from the JSR from April 2014;
- in response to a question about whether Kidderminster's MIU was planned to be a sacrificial lamb, as indicated in a previous edition of the Mail on Sunday, Members were assured that there was no ongoing debate between commissioners and the Acute Trust about the future of this service;
- recent media coverage about the Acute Trust's application for a loan was questioned. It was clarified that the Trust had not been turned down for a loan of £21 million as it had not applied for this loan, but had

applied for a loan of £9 million. Additionally, the loan did not relate to the JSR but to the Trust's FT application and ongoing issues around liquidity. Members were advised that there had been some delay nationally regarding loan applications to the Department of Health;

- it was questioned whether the services remaining in Worcestershire would be financially viable if some acute services moved to non-Worcestershire based providers. Members were advised that it was the intention of commissioners to keep services in the County. There may be a different distribution of services around the County's 3 sites and this would need to be worked through. It had been made clear that the public did not want patient flows going outside Worcestershire and neither did providers outside the County. It was highlighted that if some of the more optimistic conversations were to come to fruition, the outcome of the review could be a greater range of service provision in Worcestershire;
- it was further queried that if services at the Alexandra Hospital were to be provided by another acute provider, could a reconfigured local acute trust be sustainable. Members were advised that neighbouring acute providers had highlighted that they would not have sufficient capacity to treat Worcestershire patients if in-County acute services meant patients needed to access out-of-County services. An alternative however was a different provider providing the acute services in Redditch. The issue was not necessarily what acute services were available in Redditch, but who provided them. Commissioners wanted the widest range of clinically and financially sustainable services at the Alexandra Hospital and were working with Worcestershire Acute Hospitals NHS Trust and other providers where necessary. The Acute Trust reminded Members that the original terms of reference of the review had been to look at the Acute Trust's provision of services across Worcestershire. The key was to ensure the sustainability of acute services across the whole of Worcestershire and any option had to have that as the outcome to ensure all of Worcestershire had services and there was no destabilising of secondary services. The commissioners' perspective was reiterated that the debate was about the right range of services. It was also highly important that there was agreement that arrangements at the Alexandra Hospital were also right for the County's other 2 CCGs and their populations so that there was a win, win, win situation for the 3 commissioning areas of the County and their residents. The Acute Trust highlighted that the JSR was an extremely important part of the Trust's strategy to

ensure the right mix of services and which were sustainable. The Trust also wanted to develop more services in Worcestershire;

- Councillor Spencer highlighted that he had recently experienced the local health services and considered that the care provided by paramedics and the Acute Trust had been superb;
- concern was expressed about the effect of the continuing delay on staff morale and it was highlighted that there was much speculation at ward level about what was going on in the JSR. It was questioned how staff were being involved and kept informed. Members were advised that the longer it took to reach a decision, the more instability there would be amongst staff at the Trust. The day immediately after the last JSR Steering Group, staff sessions were held at all 3 sites and there were also regular meetings being held with staff, particularly in those areas most likely to be affected, i.e. obstetrics, paediatrics and A&E and the Trust also had an internal communications plan. A key difficulty was that there was nothing concrete yet to tell staff and this was a further reason why a decision was needed at the 18 December JSR Steering Group;
- it was highlighted that at the start of the review it had been constantly stated that the County was only able to sustain 1 full A&E. With the move now to keeping as many services as possible on the County's 3 sites, it was questioned whether the position had changed regarding the future number of A&E units. Members were advised that the original position still stood and there was no fundamental change to the case for change and all parties were now playing out what that might mean. Commissioners were working with the Acute Trust and other providers of acute services on the fullest range of services. It was not possible or appropriate to pre-empt the outcome of future consultation but it was reiterated that the original position stood and that the issues faced locally could be applied to other organisations nationally too and it was not possible to buy services if no-one was willing to provide them. The Acute Trust highlighted that there were different models of emergency and urgent care and the need was to ensure as much emergency and urgent care was provided on the County's 3 sites as it was safe and sustainable to do so. It was highlighted that in other European countries, A&E did not exist and there were very different models of care. Additionally, 10 or 15 years ago there were very different models of providing diabetes and respiratory care to how such services were provided today. Members were advised

that the issue was not whether there was an A&E or not, but what was critical was the range of services available. Whilst at this stage it was not possible to say what percentage of services currently at the Alexandra Hospital would continue, it was highlighted that the vast majority of Worcestershire's services would be available on site and proposals would be subject to consultation;

- disappointment was expressed about the revised timescales of the review and it was highlighted that the membership of the HOSC might have changed when the forthcoming consultation was undertaken. Members were assured that the review had achieved things over the last 10 months, having brought clinicians together and achieved broad clinical consensus on possible models as well as having undertaken public engagement and achievements to-date should not be under-estimated;
- an example was given by a Member of a patient who was discharged from hospital after an operation with a drain which they needed to attend A&E to have removed rather than being done in a community setting and this principle was queried. Members were assured that the Integrated Care Project would underpin the JSR;
- it was noted that there was variation between GPs on admission to hospital and inability to access GPs sometimes resulted in patients attending A&E and it was queried whether community services were working differently to ensure patients did not unnecessarily go into an acute or A&E setting. Members were advised that nationally there was a view that about 1/3 of emergency admissions could be avoided. Locally a target had been set to reduce emergency admissions by 20%. Members were advised that the County was already in a good place and was in the top 10% of lowest admission rates per head of population. The Quality Outcomes Framework offered a judgement of GPs and the latest figures recently published confirmed that Worcestershire had some of the highest quality GPs. Additionally, Harmoni was meeting all performance indicators. It was acknowledged that there would be some variance between some GPs and some would be better than others but there should be no excuse for not being able to see a GP when urgent advice was needed and provision should be in place to see a GP either in or out of hours. Members were advised that the 20% reduction in emergency admissions was considered achievable. It was also highlighted that the JSR related to acute care yet 90% of health care was outside an acute hospital setting and therefore out of hospital care was arguably more

**598. (Agenda item 6)
Member
Induction –
Health Overview
and Scrutiny
Committee**

important than the JSR as it was an area where more of an impact could be made;

- it was suggested that the pause in the JSR timetable had been gutsy and HOSC Members had previously considered that the proposed timetable was ambitious. Members were advised that the review was taking longer than had been expected to do the work properly but the key issue was to keep the work going; and
- it was highlighted that the HOSC had always indicated that it would wish to receive the evidence used in the JSR in reviewing models and options and it was questioned when this could happen. Members were advised that a high level view of the scale of evidence used had previously been shared with the HOSC. The Director of Strategic Development undertook to look again at how to share evidence with the HOSC in a meaningful way, recognising that evidence would be important in building confidence in the review. It was anticipated that the work on clinical sustainability would be completed by mid-December with further public engagement being scheduled for 2 weeks from 7 January. It was suggested that an in-depth presentation with clinicians after Christmas could be appropriate to answer Members' questions about evidence.

The Chairman thanked attendees for their attendance and clarity.

Members were advised that to pave the way for the possible changes to HOSC membership following local elections in 2013, current HOSC Members' views on induction would be welcomed. Discussions were ongoing within the County Council about the general induction for Councillors following elections and the approach being taken was that the induction process should be more dynamic than Members simply receiving presentations. Instead, there should be, for example, visits and greater use of technology, including podcasts. In the past, inductions for HOSC Members had tended to include a background pack of information for each Member plus briefings with each local NHS organisation about their services. Additionally, when there was a new HOSC Chairman, they would have one-to-one meetings with key stakeholders.

Members were invited to share their suggestions and opinions to help inform future induction planning.

During the ensuing discussion, the following main points were raised:

- it was suggested that Councillors needed to be dragged into the 21st century and rather than providing piles of papers to Members, with the associated postage costs, the Council needed to get to the situation where there was an expectation on Councillors that they receive things electronically. It was queried what was the point of the Council's push for better broadband provision if the Council continued to indulge Members. With this in mind, it was suggested that the pack of background information provided to HOSC Members could be sent electronically or made available to Members on the Councillor Portal;
- whilst Member visits to services were beneficial, it was noted that it was important to be aware of the impact of visits. It was highlighted that visits of big or small groups would always be an interference. It was suggested that having just 1 or 2 Councillors representing the HOSC on visits was better than all Members attending and disrupting a service. There was a view that seeing how things worked on the shop floor was useful, with one Member having recently attended the plaster room at the Worcestershire Royal Hospital and that Member was now aware of the conditions in that unit where there were queues and staff worked flat out;
- it was highlighted that everyone worked differently and there will still be people who preferred to read things on a paper format rather than on a screen;
- concern was expressed that even with a prior knowledge of health or social care, Members would still find things confusing given the remit of the HOSC and the changing nature of the health economy and agenda. It was suggested that undertaking a survey of Members' needs would be beneficial and it was recognised that those needs would vary;
- it was noted that it was incredibly complex for HOSC Members to challenge health experts;
- it was acknowledged that getting HOSC Members up-to-speed was a major task and there was wide agreement that the HOSC needed to have continuity of membership;
- it was suggested that critical initial induction needs would include the purpose of the HOSC plus information on the key major institutions and their responsibilities. This would be enough in the first instance, to be followed by checking individual's knowledge needs. It was additionally suggested that

**599. (Agenda item 7)
Health Overview
and Scrutiny
Committee
Round-up**

national structures should also be included as well as covering the Health and Well-being Board which would be a key body in setting local strategies and priorities;

- it was acknowledged that it was difficult for new Members to have to read a pile of background information at the start of their election as a councillor;
- it was also highlighted that it was difficult for new HOSC Members to play catch-up with the wider, potentially more-established, membership;
- it was recognised that it was often difficult to understand what was happening locally and read beyond 'PR'. A recent example was given by the Chairman of a newsletter update referring to the completion of a car park at the Worcestershire Royal Hospital, yet did not clarify that the car park would not be in immediate use.

Members were thanked for their contributions.

Ongoing issues around the County were discussed:

- in Bromsgrove, there was no health-related news to report;
- in Malvern Hills, there was no health-related news to report;
- in Redditch, a couple of wards at the Alexandra Hospital had been closed due to the Norovirus. Additionally, there was a lot of despondency locally. A meeting was scheduled on 7 November to discuss funding received from Worcestershire County Council regarding Ageing Well;
- in Wychavon, the opening hours of Evesham Minor Injuries Unit had changed and did not appear to have caused a stir locally. Local cardiac rehabilitation had now transferred from the cardiac team at the Worcestershire Royal Hospital to the team at the Alexandra Hospital. Cllr O'Donnell considered the latter to be a more dynamic team and was pleased with the move;
- in Wyre Forest, the Kidderminster Hospital Alliance had a meeting scheduled with Penny Venables, Chief Executive of Worcestershire Acute Hospitals NHS Trust;
- in Worcester City, the Scrutiny Committee was to dedicate its next meeting to health matters, although it was recognised now that this might be a bit too early in

terms of the Joint Services Review. The new Barbourne Health Centre had also now opened;

- Cllr Witherspoon advised that she had attended a recent Board Meeting of the Acute Trust and considered that it had been very cold and clinical, it had not been clear that questions needed to be submitted in advance of the meeting and the meeting was a lot shorter than expected. Overall the meeting had been very clinical with no opportunity for discussion;
- the Chairman advised that he had attended a meeting of the West Midlands region's HOSC Chairmen and issues discussed had included an update on major trauma services and the forthcoming introduction of NHS 111. The Chairman advised that he also continued to have informal meetings with local NHS managers;

Councillor Spencer advised that whilst paramedic and trauma services had been amazing during his recent experience of those services, the local trauma unit had been very small, filled with 4 beds and not enough space, meaning people had to move out to let new trolleys in;

- following recent attendance at Worcestershire Health and Care NHS Trust's Community Engagement Committee, concern was expressed that it appeared the Trust did not really want to engage. For example, terms of reference were presented and attendees were told what changes would be made rather than being involved in discussing and agreeing changes and Members were advised that the meeting was handled badly. The Chairman undertook to raise the concerns with the Trust at one of his informal meetings. Concern was also expressed about the configuration of the Trust's Locality Fora and that instead of establishing 6 to match district boundaries, only 4 had been created. Concern was also expressed about the vagueness of answers the Trust tended to give in public meetings; and
- it was noted that the 'lead member' role within the HOSC, where a lead and a shadow member followed each of the local NHS Trust's board meetings and provided feedback to the wider HOSC membership as necessary, would be reviewed following anticipated membership changes in 2013.

The meeting ended at 3.43pm.

Chairman

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| ITEM | GENERAL COMMENTS | ACTION | OFFICER DEALING | DATE REQUIRED BY | RESPONSE PROVIDED AND DATE PROVIDED |
|--|---|--|---|-----------------------------|---|
| <p>Item 4: Making Experiences Count - Quarterly Complaints Report</p> | <p>The Board received a report on the quarterly Making Experiences Count Complaints and Compliments Report.</p> | <p>The following actions were agreed:</p> <ul style="list-style-type: none"> a) Clarification on the legal requirements concerning operational start times for waste and recycling collection teams. b) Clarification as to whether operational staff had received NVQ training as suggested by the Refuse and Recycling Task Group in 2008/09. c) A representative of the Environmental Team attending future meetings of the Board when this report was being considered in order to respond to specific questions about waste collection and recycling services. | <p>Head of Environmental Services/ Environmental Services Manager</p> | <p>As soon as possible.</p> | <p>COMPLETED - Information provided by email 05/12/12</p> <p>COMPLETED - Information provided by email 05/12/12</p> <p>COMPLETED - Information provided by email 05/12/12</p> |

- 2 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 19TH NOVEMBER 2012

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| O/S from meeting held on 22nd October 2012 | | | |
| | | | The Head of Business Transformation. |
| | d) The potential for further information about transformation to be provided to the Board. | | |
| Item 4: Presentation – Performance Reporting | The Board received a presentation on the proposed revised arrangements for performance reporting. | <p>The following actions were agreed:</p> <p>a) Officers were asked to clarify the costs to the Council of the Policy Team’s work on monitoring service performance; and</p> <p>b) Members requested that Portfolio Holders be invited to attend meetings of the Board when performance information is due to be considered.</p> | <p>Director of Finance and Corporate Resources and the Head of Business Transformation.</p> <p>Ongoing</p> |
| O/S from meeting held on 10th September 2012 | | | |
| Item 10: Car Parking – Decline in Usage/ Marketing Campaign Report | The Board received a briefing paper in respect of the decline in car park usage in the town centre and a marketing campaign to increase usage, which had been | Members commented that collecting usage figures on a monthly rather than quarterly basis could more clearly identify patterns | <p>Head of Environmental Services/ Environmental Services Manager</p> <p>Not specified</p> |
| | | | <p>COMPLETED</p> <p>- Information provided by email 05/12/12</p> |

- 3 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 19TH NOVEMBER 2012

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|--|---|---|--|--|--|
| | prepared following the Board's request at the meeting held on 16th July 2012. | that could then be appropriately acted upon – Officers agreed to consider this option. | | | |
| Item 12: Quarter 1 1st April to 30th June 2012 Finance Monitoring Report | The Board considered the Finance Monitoring Report which details the Council's financial position for the April-June 2012 period. | Officers agreed to provide a breakdown of the financial figures for car parking and related fines. | Financial Services Manager | Not specified | |
| O/S from meeting held on 16th July 2012 | | | | | |
| Item 4: Joint Service Review – The Future Configuration of Acute Services in Worcestershire | 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. | Officers requested that written responses be provided by the WAHT representatives in response to the Board's questions and circulated for Members' consideration. | Democratic Services Officer (DSO) | Not specified Email sent to WHAT 19/11/12 – response awaited. | Expected to be available in November 2012. |
| Item 6: Corporate Performance Monitoring Report Quarter four 2011/12 | | 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 Members' consideration. | Director of Finance and Corporate Resources, Head of Finance and Resources and Financial Services Manager. | Not specified | |

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CABINET LEADER'S

WORK PROGRAMME

1 JANUARY 2013 TO 30 APRIL 2013

(published as at 5 December 2012)

This Work Programme gives details of items on which key decisions are likely to be taken in the coming four months by the Council's Cabinet

(NB: There may be occasions when the Cabinet may make recommendations to Council for a final decision. E.g. to approve a new policy or variation to the approved budget.)

Whilst the majority of the Cabinet's business at the meetings listed in the Work Programme will be open to the public and media organisations attend, there will inevitably be some business to be considered that contains confidential, commercially sensitive or personal information. This is called exempt information. Members of the public and media may be asked to leave the meeting when such information is discussed.

If an item is likely to contain exempt information we show this on the Work Programme. You can make representations to us if you consider an item or any of the documents listed should be open to the public.

The Work Programme gives details of items on which key decisions are likely to be taken by the Council's Cabinet, or full Council, in the coming four months.

Key Decisions are those executive decisions which are likely to:

- (i) result in the Council incurring expenditure, foregoing income or the making of savings in excess of £50,000 or which are otherwise significant having regard to the Council's budget for the service or function to which the decision relates; or
- (ii) be significant in terms of its effect on communities living or working in an area comprising two or more wards in the district;

Key Decisions will include:

1. A decision which would result in any expenditure or saving by way of a reduction in expenditure of £50,000 provided the expenditure or saving is specifically approved in the Medium Term Financial Plan.
2. A virement of any amount exceeding £50,000 provided it is within any virement limits approved by the Council;
3. Any proposal to dispose of any Council asset with a value of £50,000 or more or which is otherwise considered significant by the Corporate Property Officer;
4. Any proposal to cease to provide a Council service (other than a temporary cessation of service of not more than 6 months).
5. Any proposal which would discriminate for or against any minority group.

The Work Programme is available for inspection free of charge at The Council House, Burcot Lane, Bromsgrove, B60 1AA from 9am to 5pm Mondays to Fridays; or on the Council's web-site (www.bromsgrove.gov.uk)

If you wish to make representations on the proposed decision you are encouraged to get in touch with the relevant report author as soon as possible before the proposed date of the decision. Contact details are provided. Alternatively, you may write to the Head of Legal, Equalities and Democratic Services, The Council House, Burcot Lane, Bromsgrove, B60 1AA or e-mail: democratic@bromsgroveandredditch.gov.uk

The Cabinet's meetings are normally held every four weeks at 6pm on Wednesday evenings at The Council House. They are open to the public, except when confidential information is being discussed. If you wish to attend for a particular matter, it is advisable to check with the Democratic Services Team on (01527 881409) to make sure it is going ahead as planned. If you have any queries Democratic Services Officers will be happy to advise you.

The full Council meets in accordance with the Councils Calendar of Meetings. Meetings commence at 6pm.

CABINET MEMBERSHIP

Councillor R. Hollingworth
Councillor Mrs. M. A. Sherrey
Councillor M. J. A. Webb
Councillor Dr. D. W. P. Booth

Councillor C. B. Taylor
Councillor M. A. Bullivant

Leader of the Council and Portfolio Holder for Finance, Partnerships and Economic Development
Deputy Leader of the Council and Portfolio Holder for Health and Well-being
Portfolio Holder for Leisure, Cultural Services, Environmental Services and Emergency Planning
Portfolio Holder for Strategic Housing, Business Transformation (including ICT) with special responsibility for the Town Centre Regeneration and Special Projects
Portfolio Holder for Planning, Core Strategy and Regulatory Services
Portfolio Holder for Policy, Performance, Communications, Customer Services, Legal, Equalities, Democratic Services and Human Resources

| Decision | Decision Taker including Details of Exempt Information (if any) | Date of Decision | Documents submitted to Decision Maker / Background Papers List | Contact for Comments |
|---|---|-----------------------------------|---|--|
| Council Tax Base 2013/14 Business Rate Base 2013/14 | Cabinet <i>Recommendation to be made to Council</i> | 9 January 2013 16 January 2013 | Report of the Head of Finance and Resources | Teresa Kristunas, Head of Finance and Resources, 01527 64252 ext 3295 |
| Council Tax Benefit Support Scheme | Cabinet <i>Recommendation to be made to Council</i> | 9 January 2013 16 January 2013 | Report of the Executive Director (Finance and Resources) – S151 Officer | Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673 |
| Homelessness Grant Funding to 2012/13 and Proposed Homelessness Funding 2013/14 | Cabinet | 9 January 2013 | Report of the Executive Director (Leisure, Culture, Environment and Community Services) | Derek Allen, Strategic Housing Manager 01527 881278 |
| Emergency Care Grants/Crisis Loans | Cabinet | 9 January 2013 | Report of the Executive Director (Finance and Resources) – S151 Officer | Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673 |

| Decision | Decision Taker including Details of Exempt Information (if any) | Date of Decision | Documents submitted to Decision Maker / Background Papers List | Contact for Comments |
|--|---|-----------------------------------|---|--|
| Medium Term Financial Plan 2013/14 – 2015/16 Update | Cabinet | 9 January 2013 | Report of the Executive Director (Finance and Resources) – S151 Officer | Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673 |
| Medium Term Financial Plan 2013/14 – 2015/16 | Cabinet <i>Recommendation to be made to Council</i> | February 2013 20 February 2013 | Report of the Executive Director (Finance and Resources) – S151 Officer | Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673 |
| Quarterly Monitoring – Write Off of Debts (Quarter 3) Q3 2013 | Cabinet <i>NB: Possible need to consider matter in private session by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972</i> | 6th February 2013 | Report of the Head of Finance and Resources | Teresa Kristunas, Head of Finance and Resources, 01527 64252 ext 3295 |
| Fees and Charges 2013/14 | Cabinet | 6 February 2013 | Report of the Head of Finance and Resources | Sam Morgan, Financial Services Manager, 01527 64252 ext 3295 |
| Decision | Decision Taker including Details of Exempt Information (if any) | Date of Decision | Documents submitted to Decision Maker / Background Papers List | Contact for Comments |
| Parkside Development | Cabinet | 6 February 2013 | Report of the Executive Director (Finance and Resources) | Jayne Pickering, Executive Director (Finance and Resources) |

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|--|---|------------------|--|
| | <i>Recommendation to be made to Council</i> | 20 February 2013 | Resources) – S151 Officer 01527 881673 |
| Playing Pitch Strategy | Cabinet | 6 February 2013 | Karl Stokes, Parks and Green Spaces Service Manager 01527 86252 ext 3377 |
| Local Authority Mortgage Assistance Scheme | Cabinet | 6 February 2013 | Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673 |
| Treasury Management Statement 2013/14 to 2015/16 | Cabinet | 6 February 2013 | Teresa Kristunas, Head of Finance and Resources, 01527 64252 ext 3295 |
| TO Finance Monitoring 2012/13 (Quarter 3) | <i>Recommendation to be made to Council</i> | 20 February 2013 | 01527 64252 ext 3295 |
| | Cabinet | 6th March 2013 | Sam Morgan, Financial Services Manager, 01527 64252 ext 3295 |

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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 |
|---|---|--|
| 4th December 2012 (Tuesday 5.00 p.m.) | Budget Scrutiny (Informal training session) <i>Please note: This is not a public meeting</i> | |
| 17th December 2012 | CCTV Shared Service - Presentation on the role of the CCTV Team (1 of 2) | Topic Proposal submitted and agreed at meeting on 16th July 2012 |
| | Quarter 2 Finance Monitoring Report | |
| | Quarter 2 Write Off of Debts Report | |
| | WCC Health Overview & Scrutiny Committee | |
| | Youth Provision Task Group – Verbal Update | |
| | Air Quality Task Group – Verbal update | |
| | Actions List | |
| | Overview & Scrutiny Work Programme 2012-13 (for information) | |
| 8th January 2013 (Tuesday 5.00 p.m.) TBC | Budget Scrutiny | |
| 21st January 2013 | CCTV Shared Service - Presentation on the role of the CCTV Team (2 of 2) | Topic Proposal submitted and agreed at meeting on 16th July 2012 |
| | Quarterly Summary of Environmental Enforcement Action Taken (1st October to 30th December 2012) | Update requested following meeting 23rd April 2012 |

| Date of Meeting | Subject | Other Information |
|----------------------------------|---|--|
| | Homelessness Grants 2012/13 – Update Report | Update requested following meeting 27th February 2012 |
| | Making Experiences Count – Presentation on Customer Service Centre Telephone problems | |
| | Quarter 2 Sickness Absence Performance and Health Report | |
| | Overview and Scrutiny Board Quarterly Recommendation Tracker | |
| | WCC Health Overview & Scrutiny Committee | |
| | Youth Provision Task Group – Verbal Update | |
| | Air Quality Task Group – Verbal update | |
| | Actions List | |
| | Cabinet Work Programme (for information) | |
| 25th February 2013 | Quarter 3 Finance Monitoring Report | |
| | Quarter 3 Write Off Of Debts Report | |
| | Making Experiences Count Quarter 3 Report | |
| | 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 31st December 2012 | |
| | WCC Health Overview & Scrutiny Committee | |
| | Actions List | |
| | Cabinet Work Programme (for information) | |
| 26th March 2013 (Tuesday) | Council Plan | |
| | Shared Services – are they Value for Money? Building Control 2 of 3 meetings | Topic Proposal submitted and agreed at meeting on 16th July 2012 |
| | Making Experiences Count Quarter 3 Report | |
| | WCC Health Overview & Scrutiny Committee | |
| | Actions List | |
| | Overview & Scrutiny Work Programme | |

| Date of Meeting | Subject | Other Information |
|------------------------|--|--|
| | 2012-13 Cabinet Work Programme (for information) | |
| 22nd April 2013 | Planning Policy Task Group 12 Month Review | |
| | Shared Services – are they Value for Money? Property Services 3 of 3 meetings | Topic Proposal submitted and agreed at meeting on 16th July 2012 |
| | Quarterly Summary of Environmental Enforcement Action Taken (1st January to 31st March 2013) | Update requested following meeting 23rd April 2012 |
| | WCC Health Overview & Scrutiny Committee | |
| | Actions List | |
| | Cabinet Work Programme (for information) | |

Budget Meeting Dates (Provisional)

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

Topic Proposals not allocated

The Work of Regulatory Services
The Impact of the Localism Act

OVERVIEW & SCRUTINY TASK GROUP/INQUIRY REVIEWS 2012-13

| Task Group | Date of Review |
|----------------------------|----------------|
| Planning Policy Task Group | September 2013 |

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